

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

That's the vision we all share – this is your chance to help us
plan the best care for the future



scottishcare 
The voice of the independent care sector in Scotland

NHS
Greater Glasgow
and Clyde



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

The four partners have drawn up a plan setting out how we propose to develop services over the next three years.

Our plan, the Joint Strategic Commissioning Plan 2013-16, sets out:

- our vision for Glasgow as a city for people to live and grow old in
- what changes we are proposing
- why these changes are necessary.

We want to know whether older people, carers and others with an interest in our proposals, agree with this plan.

This leaflet summarises the plan and tells you how you can put forward your views during the consultation period.

We hope that you will take time to read it and let us know what you think.

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Glasgow City Council

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Why change is necessary

Huge progress has been made in the standards of care on offer in Scotland. A measure of those improvements is that more people are living longer than ever before.

In addition, it is anticipated that the number of people aged 85 and over in Glasgow will increase by 10% over the next three years.

There are also huge inequalities in Glasgow with healthy life expectancy in North Glasgow nearly eight years less than the national average.

The implications of these changes, within the context of the current economic climate, provide a challenge as an increasing number of people living longer will require more services, care and support.

While the constant drive to improve standards will go on, we need to find new ways of delivering services to many more older people and we need to be able to fund these services.

But there's good news too. Many Glaswegians

are living healthier lives, looking after ourselves and each other longer, and staying active in our communities. Our older citizens are an asset to our communities. People over 65 years of age deliver more care than they receive – acting as unpaid carers, child minders and volunteers.

We therefore need to develop plans so that older people can do as much as possible for themselves with support from us as necessary enabling them to stay safely in their home and communities for as long as possible.



What do older people want?

Many older people have worked closely with us to produce this plan. They tell us they would like to see Glasgow as a city:

- where age does not mean losing the right to make choices and having control of your life;
- where services are joined up and all service providers are working together to deliver information, advice, and the best environment for older people and their carers so that they can gain access to whatever they need;
- where older people and their carers stay healthy, enjoy their life and can be as involved as they wish in making full and active contributions to the future of the city;
- where older people will be living in their home, and have access to appropriate services that meet their changing needs;
- where living longer means improved quality of life and not just the number of years lived;
- that is welcoming and has an all inclusive, mixed community who are all working together to make Glasgow a great place to live and grow old; and,
- where older people feel safe in their homes and the area where they live.



What is our vision for Glasgow?

Our vision is for Glasgow to be a great place for people to live and grow old safely and healthily.

Our vision aims to:

- help older people and their carers take responsibility for their own health so that people can stay healthy, active and live well, be independent, exercise choice and are fully involved and engaged in decisions that affect them;
- ensure that health, housing and social care is focused on those older people who are in greatest need because of their health, social and economic circumstances;
- increase our focus on prevention and anticipatory care to help people stay well;
- deliver integrated and person centred care;
- build community capacity to ensure older people continue to be contributors to care provision and wider society, to ensure overall community cohesion that achieves a mutual care approach across generations and different sections of society.

In short the partner organisations in Glasgow need to build on, and improve, the care we already provide to realise our shared vision of making the city a great place to grow old.



What changes do we propose?

Within Glasgow City, approximately £349m is spent every year by the NHS and social work services on providing care for older people. The biggest area of spend – 44% – is on hospitals and long term care homes.

Glasgow has proportionately more emergency admissions to hospital per head of population than other cities in Scotland and the rate is increasing. The number of patients prevented from leaving hospital when they are ready to

do so is also higher than other cities, although the rate is declining.

Action is needed to improve the management of delayed discharges and prevent emergency admissions so that hospital resources can be better used.

We want to redesign our care system so that more can be done to prevent people becoming unwell and to support them to stay at home for as long as possible.

This will see:

- a shift away from generic long-term care, with people being supported to remain longer in their own homes;
- a corresponding shift towards higher dependency palliative and end of life care on the one hand, and shorter-term rehabilitative care on the other;
- the need for intermediate (step up/step down) care as an alternative to people being admitted to or remaining in hospital unnecessarily;
- an increased need for respite care;
- an increased need for specialist dementia provision;
- new models of group care that provide greater scope for independence within the caring environment; and,
- the need to ensure sustained commitment and investment in quality and improved outcomes.



How we propose to deliver this

The task we face to deliver this re-designed care system is large and complex, so we have identified what we think are the key priorities for the next three years as follows:

- to work with community planning partners to ensure that action is taken over the long term to improve the health of Glaswegians and ensure implementation of our strategies reduces health inequalities;
- to co-produce new community services with older people themselves;
- to ensure the delivery of person-centred care and seek to maximise the choice and control which service users have over the care they receive. Person-centred care involves providing care that is responsive to individual preferences, needs and values and assuring that these values guide clinical decisions. Delivering improved outcomes for individuals will be at the heart of our service design, resource allocation and the shaping of new care arrangements;
- to double the proportion of resources spent on preventative and anticipatory care over the life time of this plan. This shift will see a reduction in the resources allocated to hospitals and long term care home placements;
- to support people to live at home for as long as possible, reduce the length of time people stay in hospital and develop new models of care in homely settings;
- to seek to ensure that people plan ahead for their care needs including consideration of Power of Attorney and to support them to make informed choices about their options for care;
- to ensure that our use of resources delivers high quality, cost effective and responsive services and allows us to both meet older people's needs and manage within our available resources.

Tell us what you think

This is the first time as a partnership that we have set out our plans for improving older people's services in the city. This is challenging but also a great opportunity. We are confident from what we have been told that this is what people in Glasgow would like to see and now we are keen to hear what you have to say about our proposals.

This consultation was launched on 15th April 2013. For the full draft Joint Commissioning Plan visit: www.nhsggc.org.uk/olderpeople or call **0800 027 7246** during normal office hours.

Comments on the plan are welcome, you might find it helpful when responding to consider the following questions.

- 1 Do you agree or disagree with our vision for Glasgow and the aims we have set out? Would you like to change these in any way? If so how?
- 2 Have we clearly set out why services need to change? Do you agree or disagree that change is needed?
- 3 The draft plan recommends we use hospital services less and do more to support people to live at home. Do you agree or disagree with this? If you agree, what do we need to do differently to make this happen?
- 4 The draft plan also recommends we work closely with communities and 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?
- 5 There are a wide range of services currently supporting older people in Glasgow. Not everyone always know what services are available. What should we do to improve people's understanding and knowledge about current services and to improve access?
- 6 What new services should we be developing to meet the future needs of older people in Glasgow?
- 7 What in your view should be our top priority over the next three years for improving services for older people?
- 8 Do you think we have missed anything from our draft plan?

SEND US YOUR COMMENTS:

Online: www.nhsggc.org.uk/olderpeople

Email: olderpeople@nhsggc.org.uk

Write: Duncan Goldie, Glasgow City CHP, Room 1-29, William St Clinic, 120-140 William St, Glasgow G3 8UR

Tel: 0141 314 6237

If you would like this information in a different language or format please call **0800 027 7246** during normal office hours.

The closing date for your comments is Friday 28 June.

