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## **Changing Community Care**

### **Older Adults in Need**

#### **About this document**

The Highland Community Care Partnership (The Highland Council and NHS Highland) is currently putting together a new Joint Community Care Plan.

The Plan will clearly set out our approach to providing care and support over the next three years to adults who need community care services.

It will show what changes and improvements we plan to make to meet current and future challenges.

This document aims to summarise our plans for older adults in need; and gives you the chance to give us your views.

It sets out:

- The outcomes we seek;
- The challenges we face (as we see them);
- What people who use services have told us; and
- Our proposed approach to delivering improved services.

Please give us your comments by completing the response sheet at the end of this booklet

Your views are important to us – we want to make sure that our plans fully reflect what matters most to people.

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**Ag Atharrachadh Cùram Coimhearsnachd**  
**Inblich nas Sìne ann an Èis**

## The outcomes we seek

Community Care is the term used to describe how we support adults who need extra help to live their day-to-day lives. It involves services provided by Health, Housing and Social Work. It involves people working in the private and voluntary sectors too.

People have told us they want to live as independently as possible. Our main aim is to ensure that we support people's independence. And that they:

- Live as long and healthy lives as possible;
- Feel safe;
- Stay in a home of their own wherever sensible;
- Are free from stigma and discrimination;
- Keep up their important relationships; and
- Develop through having interesting things to do.

We also want to make sure that we work together with people, allowing them as much control as possible, to make sure the help they get is right for them.

### Q1. Are these outcomes the important ones?

*(Please use the response sheet at the back of this document)*

## The challenges we face

The overall care needs of adults living in the Highlands are changing.

Figures show that the number of people who are 75 or over in the Highlands will more than double between 2008 and 2033.

That people in Highland are living longer is a fact that should surely be celebrated by us all. However we know also that the demand on community care services grows markedly in the over-75s.

On top of this it looks likely that numbers of people needing help because of a learning disability, autism or mental health problem will continue to rise and their needs become more complex. The demand for help from those with a long term and/or lifestyle related health condition also seems set to increase.

Combine these increases in demand with a financial future where real cuts in public spending seem certain and it is clear to see the challenges that Community Care services face.



## What older adults told us

The Highland Community Care Forum (HCCF) carried out a consultation in summer 2009. Many of the discussions focused on what being independent meant: what people had found helpful or difficult and what changes or improvements would help them remain at home.

Many older people placed a very high value on independence and being able to remain or return home. For most it did not mean 'going it alone' but having access to the right level of help and community support. Some described "interdependence" as a more helpful way to think about how people support each other.

Some of the things older people told us had helped them retain independence were:

- Clear communication by service providers so that people know who to speak to, what services are available and how to access them;
- Caring and understanding attitudes from service providers (being treated with respect and dignity and as individuals);
- Living in a caring community where they have strong links with family and friends who can support them;
- Appropriate and individual support services so that people can remain at home;
- Preventative care and earlier intervention of less intensive services can delay or avoid the need for crisis intervention later on (e.g. suitable home adaptations fitted quickly and prompt access to physiotherapy);
- Good respite opportunities that can delay or avoid the need for crisis intervention;
- Adequate financial support relieves the pressure many people who are ill, disabled or older can experience;
- Good access to transport and personal mobility. This enables people to have the freedom to do what they want when they want to.
- The opportunity to maintain/establish a structure and routine often lost after retirement and become socially active is important in people retaining the skills and the confidence to be able to live at home.

### Q2. Are there other issues we should consider?

*(Please use the response sheet at the back of this document)*



## Areas for change and improvement

To meet the challenges we face in providing care, and to do it in a way which reflects what people have told us, we recognise that our services to older adults in need must change and must improve.

On this page and the next we list the areas for improvement which we propose to focus our efforts upon.



### Helping to quickly restore people's skills and confidence

Our community services play an invaluable role in helping older people to live where they want - at home in their community.

However bouts of ill health can see people being taken to hospitals and care homes for help; and we know that this can be linked to people quickly losing the skills they need for independent living.

We want to help people who have had a crisis or a bout of poor health to regain as much independence as quickly as possible. We will seek to reshape our Care at Home services so they target help to people to quickly regain lost skills.

### More Housing and Support solutions

Most people in the Highlands own their own home and want to continue to live independently for as long as possible as they get older. We believe it is important to plan new housing with the future needs of an aging population in mind.

By developing Care at Home services we aim to provide more and more flexible help to help a greater proportion of older people remain at home.

For those people who do need to move house as they get older greater availability of affordable housing linked to where they can get the right help will be the key to people living successfully in the community.

Lastly, modernised Care Homes will provide accommodation for those with the highest needs - but they will also work to help prevent hospital admissions and support efforts for people to re-establish community living.

### Better joint working

We aim to join up health, housing and social work help so we can be more than the sum of our parts. One of the main things we propose to do is have one single helping process that all professionals use. This has to be simpler, with less bureaucracy, and give more freedom to just get on with things. This should mean earlier help, and more people getting the right help at the right time - for example speedier access to the equipment and adaptations which support independent living.

### Helping people and communities help themselves

Across the country it is understood that services can sometimes do things *for* people not *with* them. People also seem to think that communities are now less supportive - not looking out for one another.

Wherever people, families and communities can accept the responsibility for their own care and support we believe they should. Services may add to this support – not replace it.

Through a review of day and community services, and by supporting voluntary effort, we will seek to ensure there is a broad spectrum of community based supports for independent living.

### Better information; better communication

Service users and carers have told us that providing clear and accessible information and advice is essential to ensure that they know who to speak to, what services were available and how to access them.

We think that by providing good information at the right time we can also help people help themselves. This could be information about ways to manage a medical condition or about benefits they may be entitled to.

We believe providing good information is fundamental to people becoming more active in their care.

### Carers as partners

Carers are people who provide help and support to relatives, partners, friends or neighbours without getting paid for it. This helps many people stay at home when they might otherwise have to go into a care home. It also helps prevent emergencies and stops people from needing other specialist services.

The work done by carers is immense. Unpaid carers are our partners in providing community care. We want to make sure we do all we can to support them in their caring role.

### Using new technologies

Telehealth (equipment that monitors health) and telecare (equipment that monitors social care needs) can give early warning that things are not quite as they should be. Staff can intervene earlier to prevent someone becoming so ill that they eventually need emergency care in a hospital or care-home. Technology can also help carers go on caring at home by giving them confidence that things are alright.

Our proposal is to increase our use of these technologies; we believe it allows us to offer help when it's actually needed – not just in case it is.

### Anticipating care needs

Anticipatory care is all about identifying potential problems for people before they arise. Plans are then put in place so that everyone involved in a person's care knows what should be done in a crisis.

We propose to develop these plans for those who are considered at greatest risk of an unscheduled (emergency) admission to hospital; and we intend to make sure that the plans are available to relevant health and social care professionals at all times.

### Q3. Are these the improvements we need to make?

*(Please use the response sheet at the back of this document)*

## RESPONDING

The period for consultation and engagement runs from Monday 5 April 2010 to Tuesday 15 June 2010.

We want to hear as many views as possible, so please tell us what you think of our approach to improving services. It is important that we hear all views, both those for and against our approach.

Please answer as many or as few of the questions as you want. To help us analyse responses it would be helpful if you could also complete the 'About You' section at the end of the response sheet. This information will be used to help us find out if different groups of people have different experiences or perspectives.

**Thank you for taking the time to give us your views.**

Please return the response sheet to:

**FREEPOST RSGZ-GUGG-LLSE**

Community Care Consultation

The Highland Council Headquarters, Glenurquhart Road, Inverness, IV3 5NX

**By Tuesday 15th June 2010**

Please provide your name and address or email address if you would like to receive a copy of the Summary of Feedback.

## DATA PROTECTION

The answers that you give in this consultation will be processed only by The Highland Council, NHS Highland and partners to find out what you think about public services and issues affecting life in Highland. All of the information you give will be held securely and will be treated as confidential. This data will be maintained in accordance with the Data Protection Act 1998 and will not be passed on or sold to any other organisation.

## NEXT STEPS

Once the period of Consultation and Engagement ends all views will be considered, and the final draft of the Plan will be developed in the light of what people have said. We will gather all the views we receive and produce a Summary of Feedback document.

An updated draft of the Highland Joint Community Care Plan will subsequently be presented in 2010 to the Housing and Social Work Committee of The Highland Council and the NHS Highland Board for their approval.



# RESPONSE SHEET

## Older Adults in Need

**Q1.** On page 2 we set out the outcomes we seek for people.  
**Are these outcomes the important ones?**

Yes    No    Don't Know

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Comments (please continue on a separate sheet if you need to)

**Q2.** On page 3 we summarise user and carer views.  
**Are there other issues we should consider?**

Yes    No    Don't Know

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Comments (please continue on a separate sheet if you need to)

**Q3.** On pages 4 & 5 we outline areas for change and improvement.  
**Are these the improvements we need to make?**

Yes    No    Don't Know

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Comments (please continue on a separate sheet if you need to)

Continues over...

# Older Adults in Need

## ABOUT YOU

- **Age** (Please tick one)
  - 18 - 24     25 - 34     35 - 44     45 - 54
  - 55 - 64     65 - 74     Over 75
- **Gender**
  - Male     Female
- **Do you consider yourself to have a disability?**  
(i.e. a physical or mental impairment which has a substantial and long-term adverse effect upon your ability to carry out normal day-to-day activities)
  - Yes     No
- **What is your town/city, or nearest town/city?**  
.....
- **Do you consider yourself a recipient of a Community Care Service?**
  - Yes     No
- **Do you care for someone who is a recipient of a Community Care Service?**
  - Yes     No
- **Are you responding for an organisation?**
  - Yes     No
 If yes, which organisation?  
.....
- **Do you work for The Highland Council?**
  - Yes     No
- **Do you work for NHS Highland?**
  - Yes     No

- **Your Ethnic Origin**  
(Please tick one box from one section only)
  - A - WHITE**
    - Scottish     English     Welsh
    - Northern Irish     British     Gypsy / Traveller
    - Polish
  - Other, please state:.....
  - B - MIXED OR MULTIPLE ETHNIC GROUPS**  
Any mixed or multiple ethnic group
  - Please state: .....
  - C - ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH**
    - Pakistani, Pakistani Scottish or Pakistani British
    - Indian, Indian Scottish or Indian British
    - Bangladeshi, Bangladeshi Scottish or Bangladeshi British
    - Chinese, Chinese Scottish or Chinese British
  - Other, please state:.....
  - D - AFRICAN, CARIBBEAN OR BLACK**
    - African, African Scottish or African British
    - Caribbean, Caribbean Scottish or Caribbean British
    - Black, Black Scottish or Black British
  - Other, please state:.....
  - E - OTHER ETHNIC GROUP**
  - Other, please state:.....

## EASY TO READ/UNDERSTAND?

- **Did you find the layout and content easy to read and understand?**
  - Yes     No     Don't Know

Comments

## CONTACT DETAILS

- **ONLY provide your name, address or email address if you would like to receive a copy of the Summary of Feedback.**

Name:.....

Address:.....

.....

.....

.....Postcode:.....

Email Address:

.....

Please return to:

**FREEPOST RSGZ-GUGG-LLSE**  
Community Care Consultation  
The Highland Council Headquarters  
Glenurquhart Road, Inverness, IV3 5NX  
**By Tuesday 15th June 2010**