

Cross Party Group Older People, Age and Ageing

Wednesday 6th September 2017 13.00 - 14.30

Committee Room 1 Scottish Parliament

Minutes update 5 10 17

1. Present

MSPs: Sandra White; Bill Bowman MSP; Annie Wells MSP; John Scott MSP

Non MSP Members:

Organisation	Name
Age Scotland	Derek Young
British Geriatric Society	Dr Rowan Wallace
HIV Scotland	Liam Beattie
Luminate	Anne Gallagher
Care Inspectorate	Paul Eadie & Arvind Salwan
Royal College Speech and Language Therapists	Robert MacBean & Rachel Mathews
Scottish Older People's Assembly	Tom Berney, Glenda Watt, Avril Crossley, Eileen Wallace, Diana Findlay, James Miller, Bashir Mallik, Rohini Sharma Joshi; Betty Milton; Bashir Malik
Scottish Seniors Alliance	Bill Johnston
Scottish Pensioners Forum	Rose Jackson & Eileen Cawley
Scottish Parliament MSP's Assistant	Amanda Gordon
Non – members in attendance	
Kate Samuels; Muriel Mowat; George Kay; John McDonald; Gwen Guthrie; Ole Kassow; Christine Bell; Anne Connor; Pat Scutton	Petra Biberback; Sheila Scobie; Maire Clark; Sally Ronald; Fraser Johnston; Rachel Mercer; Jessie McHarg; Nan Wallace; Ian Wallace; Frances Miller; FE Gourlay; Robert McGeathy;

2. Welcome

Sandra White welcomed attendees to the meeting.

3. Apologies

Apologies for absence were received from: Dorothy Murray; Alan Spinks and Avril Hepner

4. AGM - Appointment of Office Bearers

Glenda Watt was invited to preside over this element of the meeting to appoint office bearers. Sandra White MSP was elected as the chair, Annie Wells elected as the vice chair, Amanda Gordon elected as the treasurer and Anne Connor of Out of the Box was elected to undertake secretariat of the Group.

Sandra White MSP provided a vote of thanks to the Glenda Watt and Avril Crossley of the Scottish Older People's Assembly for their excellent secretariat of the group.

5. Minutes

Minutes of the CPG on Older People, Age and Ageing meeting held on the 26th April 2017 meeting were accepted as accurate following correction of a typing error on page 8 relating to a statement by the Lenzie Co Housing Group. Sandra White MSP noted that a response was received from her letter to the Scottish Government on Intergrated Joint Boards, and as a result, it was agreed that an invitation would be extended to the Scottish Government for a speaker on this subject for the next meeting. Sandra White MSP also noted that a consultation on concessionary fares would be held until the end of November 2017.

6. Request for Membership of Cross Party Group

The Mental Health Foundation, Out of the Box and Befriending Network requested membership of the CPG and this was approved.

7. Presentations

The group heard short presentations from invited guests which was followed by a question and answer session.

Competition and Markets Authority Care Homes Market Study

Sheila Scobie of the Competition and Markets Authority (CMA) thanked the group for inviting her to speak first on the market study into care homes for older people in the UK, to review how well the market works and if people are treated fairly. Sheila explained that the market study is for one year and that a full report will be published by 1 December 2017. She said CMA want to understand how market conditions differ between areas of the UK, including between England, Scotland, Wales and Northern Ireland with funding arrangements and the care needs of residents. The scope of the market study does not include quality of care standards, domiciliary care, respite care or sheltered housing.

Sheila highlighted emerging findings at a UK wide level in the following six areas:

1. Choosing care homes - Prospective care home residents/their families need to be able to exercise informed choice. Our consumer research shows many people struggle to make decisions on care.

2. Complaints and redress - It is difficult to move between care homes so it is important that residents are protected by effective complaints and redress systems. Residents find it very challenging to make complaints: there is fear of retaliation, reluctance to complain against carers, and few 'consumer' type complaints.

3. Consumer protection - CMA have found several consumer protection issues. For self-funded residents, there are concerns about several practices including a lack of indicative fee information on websites, the charging of large upfront fees and deposits, and requirements to pay fees for an extended period after a resident's death. We have also opened a consumer protection case into a number of care home providers, due to concerns that some of their contract terms and/or practices in relation to large upfront fees and the

fees charged after a resident's death may breach consumer law. The case could lead to the providers changing their terms and conditions and/or practices

4. State procurement - Generally, there is effective competition between care homes for local authority placements. Some providers have told us of instances where they have found public procurement complex, inflexible and insufficiently person centred. But we have found a great variety of practice and some sophisticated practice. Differential pricing is common; self-funders tend to pay higher charges compared to state funded residents.

5. Investment in future capacity - Demand for care home services are expected to increase. Current short-term funding pressures on local authorities means they cannot offer fee rates which provide an attractive rate of return to support modernisation and investment in new capacity, nor do local authorities have other tools to ensure appropriate local long-run development of provision, particularly aimed at state-funded residents.

6. Funding challenges - There are concerns about the sustainability of the care homes sector due to fee rates, increasing staff costs and recruitment challenges. Our initial findings suggest levels of profitability overall are low, and lower for homes focused on state funded residents.

Sheila concluded by stating that the CMA is now developing its remedy proposals in consultation with stakeholders, which will take the form of recommendations to regulators, governments, local government and industry. They may include measures to: address capacity issues long term e.g. measures on rates paid for care to sustain the industry and facilitate investment, measures to promote targeted investment, better information and planning and transparency; protect consumers e.g. enforcement cases, guidance on consumer law, improved online information, support for a Consumer Code of practice, and enhancement of complaints systems such as access to advocates; enhance the ability of care users to make better decisions e.g. to make supported decisions through care navigators, better information availability, and prompts to engagement and planning ahead of care needs arising. Following publication of CMA's final report by 1 December, they will work with relevant stakeholders on acceptance and implementation of the recommendations.

For further information, see: <https://www.gov.uk/cma-cases/care-homes-market-study>

Point of contact: Sheila Scobie, CMA representative in Scotland

In the discussion that followed, these points were raised:

Dr Rowan Wallace, British Geriatric Society commented on the reasons for and source of care home entrants and whether they are from the NHS or elsewhere. He stated that places are minimal.

John Scott MSP reflected on his experience of a relative who required a care home place and the lack of knowledge and pre-planning undertaken. He urged others to think ahead and learn from the experience of others.

Tom Berney SOPA pointed out that care homes have difficulty recruiting staff and wages are low and that SOPA had urged the government to act upon these concerns.

Derek Young Age Scotland promoted their helpline and said that older people called to speak of their difficulties in making a decision about care home entry and about payments. He also noted there was no security of tenure for the residents.

Eileen Wallace SOPA said that care home self –funders were more likely to complain than those funded by the state.

Kate Samuels Generations Working Together promoted the need for an intergenerational approach to care arrangements.

Diana Findlay SOPA noted the need for qualified nurses in care homes.

Rose Jackson Scottish Pensioners Forum noted the registration and inspection arrangements for care homes.

Bill Johnston commented on the difference between the commercial and state sector providing care and how their baseline line values may or may not facilitate quality of care.

Cycling without Age

Ole Kassow, Fraser Johnstone and Christine Bell spoke of their experiences of launching Cycling without Age in Copenhagen, 33 countries around the world and Falkirk, respectively. Ole, who designed the battery powered bicycle, explained that the principles were to combat loneliness and isolation and begin when a volunteer (pilot) takes one or two older or less able people out on a trishaw bicycle. Experience of doing this has shown that the slowness of the bike ride enables the participants to absorb the environment, exchange stories, build relationships and enjoy a sense of fun and with 'wind in the hair'. There are 450 chapters around the world offering Cycling Without Age from over 1,500 trishaws. Many of the older people are from nursing or care establishments who have had the chance to get out of doors and explore the world around them.

Fraser described the experience of establishing Cycling without Age in Falkirk and how overwhelmed he and his colleagues have been with the response from across the district and beyond, after the showing of a BBC film and raising £45k from Crowdfunding.

Contact Fraser.CyclingWithoutAgeSCO@gmail.com

In the discussion that followed, these points were raised;

George Kay Generations Working Together commented on the sturdiness of the bicycle and movement over topography and in all weather.

Jimmy Miller SOPA asked about the cost of the bicycle and its repairs and whether or not close liaison is required with Demark. The trishaw is between £5.5 and £6.5k.

Tom Berney SOPA commented on how the network would develop in Scotland and whether it requires public liability insurance.

John McDonald North Ayrshire Council noted the importance of reaching out to people who are most isolated.

8. Topics for future meetings

The following topics were suggested and agreed for future meetings:

- Integrated Care and the Role of Intergrated Joint Boards
- Implications of Brexit for Older People
- Update on Social Security and Funeral Poverty arrangements in Scotland

Date of Next Meeting

Tuesday 28 November 2017, 13.00 to 14.30