

Cross Party Group Older People, Age and Ageing

Tuesday 28th November 2017 13.00 - 14.30

Committee Room 3 Scottish Parliament

1. Present

MSPs: Sandra White; Richard Leonard

Organisation	Name
Age Scotland	Derek Young
Housing Options Scotland	Moira Bayno
Camphill	Robert McGeachy
Golden Charter	Gordon Swan
Care Inspectorate	Paul Eadie & Arvind Salwan
Royal College Speech and Language Therapists	Rachel Mathews
Scottish Older People's Assembly	Tom Berney, Glenda Watt & Avril Crossley
Scottish Seniors Alliance	Bill Johnston, Sandra Martin & Dorothy Murray
Scottish Pensioners Forum	Rose Jackson
Action on Hearing Loss Scotland	Alan Daziel
Home instead Senior Care	Andrew Senew
Intergenerational Network	Pat Scrutton
Health & Social Care Integration	Brian Slater
Outside the Box	Anne Connor & Christine Ryder
Scottish Parliament MSP's Assistant	Amanda Gordon

Welcome

Sandra White welcomed attendees to the meeting.

Apologies

Apologies for absence were received from: Annie Wells MSP, Anna Buchanan, Rohini Sharma Joshi, Anne Gallacher, Diana Findley, Dr Murdo McDonald, Mike Liddle, Maureen O'Neill, Robert Thomson, Eileen Cawley, Jimmy Miller, Eleanor McKenzie & Avril Hepner.

2. Note of previous meeting

Minutes of the CPG on Older People, Age and Ageing meeting held on the 6th September 2017 meeting were accepted as accurate.

3. Matters Arising

No matters arising were raised.

4. Presentation

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

Brian Slater, Head of Partnership Support, Health & Social Care Integration Directorate, Scottish Government

Points from presentation and discussion

The aim of the legislation and implementation is to do things differently in order to improve the outcomes for people who use health and/or social care services.

- Joint working and integrating the services is the means to achieve that end, but other factors have to be there too.
- The focus is on each locality doing things in the way that works for them, involving people in that area and local partners.
- It is recognised that change is difficult and it takes time.
- We are now 18 months in. There are places where positive change is happening while in others the progress is still slow.

We know that most older people want to stay in their own homes.

- The ambition is to reduce the number of delayed discharges from hospital, both for the positive benefits for the people involved and to take pressures off the care system. Avoiding unnecessary admissions is also important.
- The experiences of people at the meeting showed how the care processes when someone is in hospital add to the problems.

It would be better if the system took more account of the social determinants of health and focused on reducing these, such as reducing social isolating, increasing physical activity.

- The targets and indicators should reflect these factors instead of focussing on the health services end.
- We should count the use of community services instead of hospital services.
- There are examples of HSCPs shifting the focus: Perth and Kinross measure the percentage of older people who are at home in their own beds – so not in a care home or hospital.
- Mental health and wellbeing seems to be doing less well under integration. It would help if there were indicators associated with this aspect of people's wellbeing.

There is still a lot of focus on structures. These should be working better with more involvement of older people.

- Information on who sits on the Integration Joint boards is now publicly available.
- The ways in which the people there as a public, service user or carer representatives feed back to other people and gather their views is as important as who the representative is.

- The role of the Third Sector Interfaces varies.
- People making decisions are not listening to older people about the support they want.

The focus in the policies on people being better able to look after their own wellbeing is good but the practice does not always reflect this.

- People need good information about good health and how to maintain it.
- The focus should be on both people looking after themselves and communities looking after their own.

Health and social care services often undermine people's independence

- This happens when it is the wrong type of support and when staff over-prescribe.
- Standard packages in 15 minute blocks are a major problem - it is not what older people want and they lead to more difficulties for many older people.
- Assessments of people's longer-term needs should be happening at the right time – when someone has got home, not when they are still in hospital and less confident.
- There are some good examples of services that do this and other supports to help people get home more quickly.
- There should be more respect for the ways people manage at home
- Part of the problem is that people using services and their families often do not know what the policies are.
- This is also the case with staff who deliver services, especially hospital-based staff.
- Many health care staff, especially in hospitals, are not aware of the support that is available in the community – it is a lot more than they think.
- We need a change in the approach to risk and look at how we involve older people in this.

5. Topics for future meetings

Future meeting topics are:

- Joint meeting with Cross Party Group on Accident Prevention – 17th January 2018
- Transport issues that affect older people – 21st February 2018

6. AOCB

Robert McGeachy – Camphill Scotland

Robert asked the group to support Amendment NC44 to the European Union (Withdrawal) Bill. Robert explained that Amendment NC44 would require the UK Government to make arrangements for an independent evaluation of the impact of the Act and Brexit upon the health and social care sector across the 4 Nations to be made after consulting the Scottish

Ministers, the Welsh Ministers and the relevant Northern Ireland department, service providers, those requiring health and social care services, and others.

They believe this amendment is necessary to determine the full impact of the legislation and Brexit upon the health and social care sector across the 4 Nations, including the care and support for older people, children and young people, for people with disabilities, with long term conditions and with other support needs. This, in turn, will help to ensure that the strategic planning and decision making of Governments, local authorities, the third sector, unions, the health and social care sector and other key agencies across the UK, in relation to the impact of Brexit on the health and social care sector in their respective nations, is fully informed and shaped by robust evidence.

Robert was looking for members of the CPG on Older People, Age and Ageing to support Amendment NC44, and to add their names to the list of supporters in the briefing paper which was circulated prior to the meeting. Anyone who wants to do this can contact him at: Robert@camphillscotland.org.uk

Sandra agreed to pass the information onto the clerk of the Health Committee along with any other relevant information.

Paul Edie - Care Inspectorate

Paul informed the group that the Care Inspectorate are currently recruiting for 3 new board members one of whom they are looking for experience of being a carer. Closing date for applications is 15th December 2017. More information and how to apply can be found on the Care Inspectorate website <http://www.careinspectorate.com/index.php/job-vacancies-recruitment>

Bill Johnston – Scottish Seniors Alliance

Bill read out a response from one of the Scottish Seniors Alliance members to the Social Security Experience Panels: About Your Benefits and You - Quantitative Research Findings. If you would like to read the research findings you can find them here <http://register.scotland.gov.uk/s/205a47>

A discussion took place around the expectation that people use technology and the difficulty people are experiencing in speaking to a person to seek help to complete the forms especially with the closure of job centres. Sandra assured the members that the aim is once full set up people will have a member of staff assigned to their claim to assist and gain any additional information required to assist the claim rather denying the claim in the first instance. Sandra will write to the minister responsible to raise the concerns and seek assurances on behalf of the group.

Alan Dalziel – Action on Hearing Loss Scotland

Alan informed the group about their new Hearing Forces service supporting veterans aged 65 or over, their families and carers throughout Scotland who have hearing loss or tinnitus which launched on Tuesday morning. More information about the service can be found here <https://www.actiononhearingloss.org.uk/about-us/our-work-across-the-uk/scotland/services-in-scotland/hearing-forces/>

Sandra closed the meeting by wishing everyone a Merry Christmas.

Date of Next Meeting

Wednesday 21st February 2018 , 13.00 to 14.30