

Cross Party Group Older People, Age and Ageing

Wednesday 18th September 2019 13.00 - 14.00

Committee Room 4 Scottish Parliament

AGM Minutes

1. Present

MSPs: Sandra White; Annie Wells; Richard Leonard

Organisation	Name
University of Edinburgh	Laura Airey
Action on Hearing Loss Scotland	Eileen Clarkson
SOPA	Diana Findlay
Edinburgh Association Community Councils	Ian Clement
LBC University of Edinburgh	Barbora Skarabela
Age Scotland	Ashleigh De Verteuil
Scottish Pensioners Forum	Elinor McKenzie, Eileen Cawley
Housing Options Scotland	Moira Bayne
Elderly Accommodation Counsel	Adam Hillier
Trust Housing Association	Rohini Sharma Joshi
Heriot Watt University	Alan Gow
Luminate	Anne Gallacher
Intergenerational National Network	Pat Scrutton
Eat Well Age Well	Nigel Lack
Living Streets	Penny Morriss
PAS	Petra Biberbach
Care Inspectorate	Arvind Salwan
Outside the Box	Anne Connor, & Christine Ryder
Scottish Parliament MSP's Assistant	Amanda Gordon

1. Welcome

Sandra White welcomed attendees to the meeting.

Apologies

Apologies for absence were received from: Paul Eadie, Maureen O'Neill, Kim Stringer & Lesley Carcary

2. Scottish Parliamentary Policy on Inclusion

Sandra reminded the group about the policy.

3. Appointment of Office Bearers

Richard Leonard overseen the appointment of the office bearers. Sandra White MSP was elected as the chair, Annie Wells elected as the vice chair, Amanda Gordon elected as the treasurer and Outside the Box was elected to undertake secretariat of the Group.

4. Note of previous meeting

The minutes of the CPG on Older People, Age and Ageing meeting held on the 12th June 2019 were accepted as accurate.

5. Matters Arising

No matters arising were noted.

6. Requests for Membership to Group

The following organisations were accepted as members:

- Eat Well, Age Well
- Life Care – Vintage Vibes
- Living Streets Scotland
- Association of British Insurers
- Vegetarian for Life
- Scottish Association of Social Work
- Royal Voluntary Service
- Scottish Ambulance Service

Sandra clarified that all community groups are welcome to come along to the Cross Party Group meetings, she is going to clarify with the clerks of the Parliament about community council representatives.

7. Topics for Meetings in 2018-19 session

December – Brian Slater will be giving an update on the progress of the Health & Social Care Integration.

March - Eat Well, Age Well will present about malnutrition

June – the subject will be Ethnic Minorities.

Other suggestions included: Visually impairment and Elder abuse which could link into a campaign starting soon about CCTV in care homes.

8. AOCB

Eileen Cawley from Scottish Pensioners Forum raised prescription delivery charges from Boots, she has been hearing of instances where people are putting in a prescription over the counter, the drug has not been available but to have it delivered to home it will cost £5. Sandra explained that a motion has already been put forward in the parliament on this topic and that she intends to ask a question.

Anne Gallacher from Luminate spoke about a new project they have which is Dementia Inclusive Choirs which is about supporting people to be part of their community choir for longer. They are also working with National Theatre of Scotland to engage with LGBTI+ community.

Nigel Lack from Eat Well, Age Well reminded the group that the week beginning 14th October is Malnutrition Awareness week and that they have an event in Stirling.

9. Presentation

Adam Hillier, Deputy Chief Executive, Elderly Accommodation Counsel (EAC) and Moira Bayne, Chief Executive Officer, Housing Options Scotland (HOS) spoke about Housing Options for Older People (HOOP) in Scotland.

Adam & Moira started by giving a little bit of background to EAC & HOS before moving on to explain HOOP. HOOP is a 'self help' information tool that helps older people to think about their house and how they live in it, a bit like a 'housing MOT'! It asks people to identify issues they are having with their house, then suggests possible improvements, details of local services, further reading & care home & sheltered housing options in the area. EAC & HOS received funding in 2018 to develop a Scottish HOOP, Aberdeenshire & Edinburgh are the 2 pilot areas for Scotland. The tool can be accessed online at hoop.eac.org.uk

As well as the online tool leaflets and guides have also been produced along with a video which introduces HOOP in Scotland https://www.youtube.com/watch?v=uJ_0CwHa0y8

How HOOP works is that people complete the online questionnaire, fill in the leaflet or contact HOS directly, around 90% of people who use the online tool find the information they require. The tool allows users to save their sessions and return to them at a later point, allowing for ongoing reflection and action planning. If requested after submitting the form the person will get either a call or email from EAC.

If HOS has been called directly 1 to 1 advice can be given with a HOS Options Broker. HOS Brokers offer a casework service, working with people until they reach their desired outcome or are no longer required.

Adam and Moira then spoke about some of the achievements they have made in the last 12 months including:

- The housing options broker from Housing Options Scotland has provided advice and information to **133 people** over 55.

- A further **150+ people** were given information and advice at **outreach events**, hosted at Nationwide branches
- The online HOOP tool has been used by **574 users** over this time with **34 people (6%)** submitting their sessions to EAC for further information and advice
- **2,500 HOOP leaflets** have been distributed across Scotland
- **1,000 Housing Options for Older People in Scotland A5 guides** have been distributed
- The total number of people benefiting from the service within the first 11 months is therefore in excess of **4000 older people and their families**.

The next steps for the project are:

- Applied for further funding from Nationwide for the next 12 months (just found out that this was unsuccessful)
- This will cover the cost of a full time Housing Options broker to specialise in advising older people
- The tool will be localised to two new areas (Perth & Kinross and Highland) as well as updates being made to the existing areas
- Separately from Nationwide funding, EAC have secured funding to produce a new version of the HOOP website, making it responsive with improved user experience.
- EAC and HOS will continue to work with partnerships established during the last 12 months to improve housing options for older people, regardless of funding.
- The long-term ambition of the service is to produce localised 'HOOPs' for the whole of Scotland and a Housing Options Broker service that has the capacity to deal with the resulting demand

After the presentation Sandra thanked Adam & Moira and started the questions by asking if they envisaged the tool being sold to local councils and housing associations? Adam said that EAC have had some success selling it to local councils in England. Other questions included can it be used to support people who are isolated and how the most marginalised people who don't have access to the internet access the information. Adam & Moira explained that the aim is to plug people into what already exists in their area and unfortunately when the funding was cut they had to move the service online but HOS brokers work with individual giving 1 to 1 support which will include any additional support including interpreters if required.

Sandra thanked Adam and Moira once again for a very interesting presentation and encouraged them to forward links and leaflets that she can distribute in her surgeries, share on her website, Facebook and with colleagues. She also encouraged other members of the group to help publicise.

Date of Next Meeting:

Wednesday 11th December 2018, 13.00 to 14.00 in Committee Room 4.

The topic for the meeting will be an update from Integrated Health & Social Care.