

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 14 MAY 2015**

REPORT BY: **NEIL AYLING, CHIEF OFFICER (SOCIAL SERVICES)**

SUBJECT: **OLDER PEOPLE STRATEGY AND ASSOCIATED DEVELOPMENTS**

1.00 **PURPOSE OF REPORT**

This report provides an update to Members on the Local Authority's response to the Older People's Strategy and a number of associated developments, specifically:

- The development of an Ageing Well in Flintshire Plan
- Welsh Audit Office Improvement Study: Independence of Older People
- Progress against the Older People's Strategy – Case Studies
- 50+ Engagement Worker role and the 50 + Action Group
- Older People's Commissioner – Framework for Action Priorities

2.00 **BACKGROUND**

2.01 The Strategy for Older People in Wales was launched in 2003. The Strategy emphasises aging as a positive concept and was developed to address the issues and aspirations of people over 50 living in Wales.

2.02 The 3rd phase was launched in May 2013 and sets out the ambition of making Wales a great place to grow old. This has the wellbeing of the individual older person at its heart, and identifies that to achieve wellbeing, an individual needs to secure financial, environmental and social resources. This means ensuring that older people live in homes and communities that meet their needs and wants; have the ability to participate in their community; and feel valued and included.

2.03 A significant development at a local level to respond to this wide ranging national Strategy will be the development of an Ageing Well in Flintshire Plan as part of a national approach led by Sarah Rochira, the Older People's Commissioner for Wales.

2.04 The role of the Commissioner is to work in partnership with public services, national and local government to raise awareness and understanding about the issues that matter to older people and the changes that are required. The Commissioner has regulatory powers to:

- ensure that the interests of older people are safeguarded and promoted when public bodies discharge their functions.

- request a response to recommendations made in a report
 - ensure public bodies have regard to guidance issued by the Commissioner.
- 2.05 The Commissioner has published a Framework for Action¹ outlining her priorities over the next four years to drive the changes necessary to improve the quality of life of older people including taking a lead in relation to the Ageing Well Programme.
- 2.06 Launched by the Older People’s Commissioner in October 2014, Ageing Well in Wales requires action from local and national government, the NHS, third sector, and older people themselves. The aim of the 5 year programme is to ensure there is an improvement in the wellbeing of people aged 50+ in Wales through the prevention of ill-health, social isolation and improving independent living. The programme has 5 priority areas:
1. Age Friendly Communities
 2. Falls Prevention
 3. Dementia Supportive Communities
 4. Opportunities for Learning and Employment
 5. Loneliness and Isolation
- 2.07 Local Authorities are required by Welsh Government and the Older People’s Commissioner to develop local plans in support of both the Strategy for Older People (Phase 3) 2013-2023 and Ageing Well in Wales. As is the case across Wales, this will be in the form of one combined “Ageing Well in Flintshire” Plan.
- 2.08 This plan will also provide a clear set of priorities for the local authority to fulfil the commitments it made in signing the Dublin Declaration in February 2014, making a public statement of intent to work with other organizations, share experiences, and promote equal rights and opportunities for older people.
- 2.09 Delivery against the plan will also be significant in demonstrating the local authority’s responsibilities in relation to the Social Services and Wellbeing Wales Act to be implemented in April 2016.

3.00 CONSIDERATIONS

- 3.01 The development of an Ageing Well in Flintshire Plan
 Whilst the Ageing Well in Flintshire Plan will build on work that the Authority is doing and outline what it will need to do with partners, for the betterment of people’s wellbeing as they age, it will also lead to benefits for individuals and communities across their life course.
- 3.02 There is often the misconception that health and social care are the main priorities for older people. However, for example lifelong learning, leisure, housing, transport, community facilities and support to remain in employment

¹http://www.olderpeoplewales.com/en/news/news/13-04-17/Launch_of_Framework_for_Action.aspx#.VS0ka9JOW1s

are all critical to maintaining the wellbeing and independence of older people. Flintshire's Ageing Well plan therefore is being developed and with input from colleagues across the Council who will be instrumental in ensuring that commitments made can be realised.

- 3.03 The plan is being produced by the Older People's Strategy Coordinator with key support from the Older People's Champion and Older People's Engagement Worker.
- 3.04 The aim is to develop a draft plan by July 2015 for discussion and comment from our established network of older people's groups. Feedback from the consultation will be incorporated into the plan and presented to COT prior to submission to the Welsh Government and Older Peoples Commissioner for the deadline in October 2015. We are currently planning to launch Flintshire's plan at the annual celebration to mark International Day for Older People on 1st October 2015.
- 3.05 It should be noted however that the submitted plan is intended to provide an initial framework for action that will develop over time to reflect progress and the changing social, political and economic landscape over the next 5 years.
- 3.06 Progress against the plan will be monitored quarterly by the Older People's Strategy group and reviewed and updated as required.
- 3.07 A regional North Wales Ageing Well network has been established with membership from Local Authorities (Older People's Strategy Co-ordinators), Health, Public Health Wales, and Voluntary Sector. Reporting to the office of the Commissioner for Older People and to NWASH (North Wales Adult Services Heads) the network aims to:
- develop a systematic and consistent approach to the development of county local Ageing Well plans
 - develop communication links with the national Ageing Well programme leads, including access to research funding and expert advice
 - seek collaborative funding opportunities to support the delivery of identified objectives and priorities
 - share local / regional good practice examples to contribute towards the development of a national good practice compendium
- 3.08 Welsh Audit Office Improvement Study: Independence of Older People
In November 2014, the Wales Audit Office began an all Wales Local Government Improvement Study on the independence of Older People.
- 3.09 The study looks at how well councils are working to support older people to maintain their independence outside of the health and care system. The study will review the effectiveness of ancillary services which support older people to live independently by looking at the services that older people say are most important to them to continue to live independently.
- 3.10 The study has involved completion of an assessment tool, a series of telephone interviews with officers and where appropriate, service accountants

responsible for the individual services and submissions of relevant plans. In addition surveys have been undertaken to gather the views of citizens, partners, council staff and Members on the effectiveness of local arrangements that support older people's independence.

3.11 The output from the study will include:

- a national report on the findings from the local government study (July 2015)
- benchmarked data comparing councils that can be used to support the development of local services and the evolving citizen pathway; and
- a shared learning event to be held following completion of the study (August 2015)

3.12 Progress against the Older People's Strategy – Case Studies

In June 2015, Welsh Government will be producing a report on progress against delivery of Phase 3 of the Older People's Strategy to date. The report will include updates within the three priority areas (social resources, environmental resources, financial resources).

Older People Strategy Co-ordinators are required to contribute to this report by providing updates through submission of a minimum of one case study that demonstrates projects or work undertaken that have benefitted older people under one or more of the key themes during 2014.

3.13 Examples of work that may be submitted as a case study are:

Projects funded through the Intermediate Care Fund:

- a) Falls prevention – This project has involved increasing the number of trained instructors within leisure services to deliver the National Exercise Referral Scheme (Postural Stability) programme. It has also funded dedicated assessors based within the physiotherapy department to undertake detailed assessments with people identified as being at risk of falls to find ways to reduce that risk.
- b) Reablement – Enhancement of our established reablement approach in order to provide additional support to individuals to maintain their independence and remain in their own home.
- c) Assistive technology – The purchase and provision of assistive technology to support people to maintain their independence including equipment such as GPS tracking (Buddi) systems, 'Just Checking equipment', Mangar Elk lifting cushions.
- d) Development of Dementia Friendly Communities – The local authority worked in partnership with Alzheimer's Society and local businesses to introduce a dementia friendly shopping event in Flint. In addition further projects are ongoing or being planned such as dementia exercise programme, counselling for carers of people with memory problems, dementia friendly gardening sessions, reminiscence packs and pods for community hire.
- e) Hoarding project – This project focuses on the fact that individuals with significant hoarding tendencies can put themselves at risk of eviction, injuries in the home and an unsafe environment to return to following a stay in hospital. Care and Repair case workers work closely with individuals to jointly develop a plan of action to de-clutter and clean

their property in addition to providing support packages to support the individual in the future.

Other projects:

- a) NEW Homes over 55's leasing schemes – this service offers support to over 55's to enable them to lease their existing homes and access more appropriate housing through the council's designated older person's properties including Extra Care Housing schemes.
- b) Codgers Quarterly newsletter – Developed and produced by the 50+ Action Group (with practical support from the 50+ Engagement Worker), this newsletter has demonstrated itself to be a valued source of information about activities, events and issues that are pertinent to older people living in Flintshire.

3.14 50+ Engagement Worker role and the 50 + Action Group

Flintshire County Council currently holds a two year contract until March 2016 with an option to extend for a further year, with Flintshire Online Watch Link Association (formerly Neighbourhood Watch) to employ an Engagement Worker. This role requires the Engagement Worker to engage with Older People's groups across Flintshire in order to identify and facilitate opportunities for their contribution to the planning, development and evaluation of services. The worker also supports the network of 50+ Forums and Groups by providing information on development, sustainability, funding sources, consultations, activities, and training opportunities.

3.15 Key areas of work have included:

- Ensuring older peoples' voices are heard for example in development of the Single Point of Access and Local Development Plan, involvement in consultations or other engagement work including the above mentioned Welsh Audit Office Improvement Study.
- Promoting the work being undertaken to improve the lives of older people through the strategy.
- Providing opportunities for older people to participate in a range of activities such as 'Get on Line' training, an Age Cymru Big Conversation 'Let's talk Money' discussion.
- Co-ordinating meetings and events including the annual International Older Peoples' Day celebration event.

3.16 The Engagement Worker also provides support to the 50+ Action Group which is an independent group that meets to share the knowledge and experience from within their local communities, discuss the problems and issues that are of concern to peer groups, and take appropriate action to improve matters or influence a decision.

3.17 Older People's Commissioner – Framework for Action Priorities

The Commissioners work is driven by what older people say that matters most to them. In her work programme for 2014-15 the Commissioner carried out a "Review into the Quality of Life and Care of Older People living in Care Homes In Wales"².

²http://www.olderpeoplewales.com/en/Reviews/Residential_Care_Review/ReviewReport.aspx

3.18 In response to the main conclusions in the report, the council has developed an action plan outlining for each of the 7 Requirements for Action, the activity it will undertake with partners and the outcomes that will be achieved. The Commissioner has reviewed our response favourably, rating each category at the highest 'acceptable' level (from category ratings 'acceptable', 'partial', unacceptable').

3.19 Some of the key developments include:

- Development of a standard 'Welcome Pack' which states how the care home manager and owner will ensure that the resident's needs are met, their rights are upheld and they have the best possible quality of life.
- Ensuring all staff working in care homes understand the physical and emotional needs of older people living with dementia and assumptions about capacity are no longer made. Specialist dementia training has been commissioned and delivered locally and evidence is being sought on person-centred approaches.
- Ensuring older people are supported to retain their existing friendships and have meaningful social contact, both within and outside the care home. A policy for the use of volunteers in our Care Homes already exists and the Contract Monitoring Team look for evidence of social networking when undertaking visits. A partnership approach with CSSIW is required particularly regarding regulatory requirements for the use of volunteers.
- Working with Health to explore how Intermediate Care Fund initiatives can be sustained to ensure the health care needs of older people living in care homes are recognised and responded to.
- Working to support the national agenda to ensure care home staff and managers have the competencies to provide dignified and compassionate care.

3.20 A further priority in the Commissioner's Framework for Action is 'Embedding the wellbeing of older people at the heart of public services'. The Commissioner has committed to work with WG and local government to develop a concept of wellbeing that is consistent and reflected across legislation and across portfolios and will focus on raising the profile of older people's issues beyond health and social care services.

3.21 To support this work, the commissioner is meeting with each Local Service Board throughout 2015, and will be attending Flintshire LSB on 21st May 2015.

4.00 RECOMMENDATIONS

4.01 That Members note the content of this update and consider requesting future annual updates on progress against the Ageing Well in Flintshire plan.

4.02 That Members consider how they can ensure that older people's needs are adequately and appropriately considered at all levels within the local authority.

5.00 FINANCIAL IMPLICATIONS

5.01 None as a result of this report. Actions to be developed within the Ageing Well in Flintshire plan will be considered within the context of financial and wider resource implications.

6.00 ANTI POVERTY IMPACT

6.01 None as a result of this report. However a number of emerging areas for action within the Ageing Well plan will address some of the causes and consequences of poverty in older age.

7.00 ENVIRONMENTAL IMPACT

7.01 None as a result of this report. However any environmental impact that could result from developments proposed within the plan will be considered.

8.00 EQUALITIES IMPACT

8.01 The Ageing Well in Flintshire plan will consider the possible impact of any developments on people with protected characteristics, with attention given to disadvantaged groups to ensure equality of access, and services are sensitive and appropriate to particular needs. It is anticipated that the development and implementation of an Ageing Well plan which aims to improve people's wellbeing as they age will have a positive impact on individuals and communities across their life course including for people with protected characteristics.

9.00 PERSONNEL IMPLICATIONS

9.01 None as a result of this report.

10.00 CONSULTATION REQUIRED

10.01 Senior officers across the authority are being invited to contribute to the development of the Ageing Well Plan. The 50+ Action Group is aware of the development of the Ageing Well plan and will be invited to contribute both on the actions identified and presentation and format. Feedback will be encouraged from older people's groups across Flintshire, and from key partners.

11.00 CONSULTATION UNDERTAKEN

11.01 None to date.

12.00 APPENDICES

12.01 None.

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

The following background documents published by the Older People's Commissioner for Wales can be found on the Commissioner's website:

'Framework for Action 2013-2017'

http://www.olderpeoplewales.com/en/news/news/13-04-17/Launch_of_Framework_for_Action.aspx#.VS0ka9JOW1s

Review into the Quality of Life and Care of Older People living in Care Homes In Wales

²http://www.olderpeoplewales.com/en/Reviews/Residential_Care_Review/ReviewReport.aspx

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