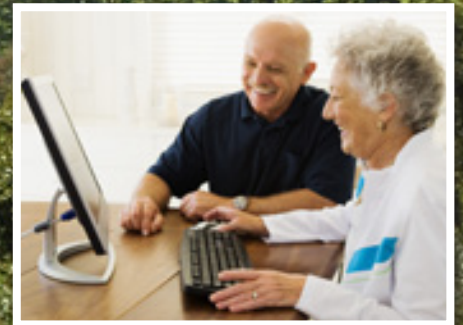


Strategy for Ageing Well in Leicestershire

Refresh 2010-2011



AGEING WELL IN LEICESTERSHIRE (2008-2011)

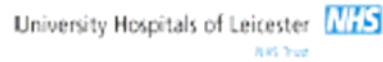
A STRATEGY REFRESH 2010

**'Old age is like everything else. To make a
success of it, you've got to start young'**

Theodore Roosevelt

**Produced in collaboration with County
Integrated Partnerships for Older People and
LAA Older People's Steering Group**

COUNTY INTEGRATED PARTNERSHIPS FOR OLDER PEOPLE AND LAA
OLDER PEOPLE'S STEERING GROUP



O.P.E.N.
(Older People's
Engagement Network)



CONTENTS

Introduction	4
Our approach to refreshing 'Ageing Well'	5
Refresh considerations.....	5
Community partners	5
Ageing Well events.....	5
The health and social care needs of older people	7
The changing age structure.....	7
The changing needs of older people	7
Community relations.....	8
Policy developments	10
Progress during 2008-2010	13
Priorities for 2010-11.....	18
The framework	20
Future intentions	21
Conclusions	22
Appendices: Progress to date.....	23

Introduction

For the first time in UK history, there are more people aged 65 and over than there are children under the age of 16. Because of advances in medical technology we can now expect to live longer. In fact we can anticipate that one in four babies born today will live to be one hundred.¹

The make-up of our society, in particular the age structure, is changing before our eyes. In order to ensure that older people now, and in the future, enjoy their older years, free from illness and as a valued member of society, we need to ensure that plans are in place to help older people achieve this.

In 2008 the Ageing Well Strategy was produced jointly with the Older People's Engagement network (OPEN) and the County Integrated Partnership for Older People (CIPOP). The strategy set out the high level objectives we wanted to deliver for our ageing population in Leicestershire. The strategy sought to highlight the needs and wants of people as they grow older. By highlighting the needs and wants of older residents we hope that we can work with our strategic partners to ensure Leicestershire is a good place to live for older people.

Since 2008 we have made good progress in introducing new services and adapting existing services to meet the needs of older people. By highlighting the progress we have achieved since 2008, we are able to identify which existing priorities need progressing further. This Ageing Well refresh therefore sets out the progress that partners, across Leicestershire, have made in meeting the aims of the Ageing Well Strategy, and our ongoing priorities for 2010-2011.

In addition to this, the refresh enables us to consider key issues that have emerged since 2008. For example, the number of older people is increasing as people live longer. When this is coupled with the economic downturn, it means we have less to spend per head on older people in Leicestershire. We can therefore expect challenging times ahead. Because of this, it is essential that our decisions are based on the best evidence we have available to us. In doing this we can work as a community to ensure that smart, sustainable plans are in place that support older people to remain healthy and active.

¹ Britain a society for all ages (2009), Her Majesty's Stationary Office, <http://www.hmg.gov.uk/media/33830/fullreport.pdf>

Our approach to refreshing 'Ageing Well'

Refresh considerations

In refreshing the Ageing Well Strategy we wanted to consider:

1. What progress we had made since 2008 in meeting the actions set out in Ageing Well;
2. What new evidence we had available to us about the needs and wants of older people and the best way to meet those needs and wants;
3. What the Ageing Well priorities should be during 2010/2011 and beyond for community partners to deliver.

Community partners

We recognise that meeting the needs of older people is not one single organisations' responsibility. Rather, it is the responsibility of all community partners. In producing this refresh we have worked continually with a wide range of community partners including:

- Voluntary sector organisations: Age Concern Leicester shire, the Community Voluntary Sector Partnership;
- Private sector organisations: Emcare, Care and Repair;
- Public sector organisations: Leicestershire County Council, Blaby District Council, Harborough District Council, Melton District Council, Oadby and Wigston District Council, Charnwood District Council, North West Leicestershire District Council, Harborough District Council, Leicestershire County and Rutland NHS, Leicestershire Partnership Trust; University of Leicester;
- Older people groups: The Older People's Engagement Network.

Ageing Well events

In order to inform the Ageing Well refresh (2010) two events have taken place. In February 2009, a half day workshop was held for community partners and examined:

1. Progress to date in meeting the aims laid out in the Ageing Well Strategy;
2. Areas where further progress is required.

Another half day workshop was held in July 2009 where community partners came together alongside the Department of Work and Pensions and the Department of Health to assess their progress in meeting the Ageing Well Strategy aims. The review used a tool developed by the Department of Work and Pensions and the Department of Health. The tool is designed to assist

Local Authorities and partners to identify areas for improvement in order to make the shift towards promoting independence, well-being, prevention and early intervention. The results of the assessment day are presented in the 'progress' section of this document.

In addition to this, work has continued with District Councils to harmonize the approach to meeting the needs of older people across the County. In particular, each District Council has provided information about the specific work they are completing with, and for, older people and will be detailed in the progress to date section of this document.

In order to further harmonize our approach to meeting older people's needs, the group of people who were involved in the initial development of the Ageing Well Strategy was re-established in September 2009. A key task of this group has been to take part in a prioritisation exercise. This has involved reviewing progress to date and identifying specific issues/areas that need to be taken forward during the years 2010/11 and beyond. The resulting priorities, presented in this refresh, are the priorities for Leicestershire community partners and older people themselves.

The health and social care needs of older people

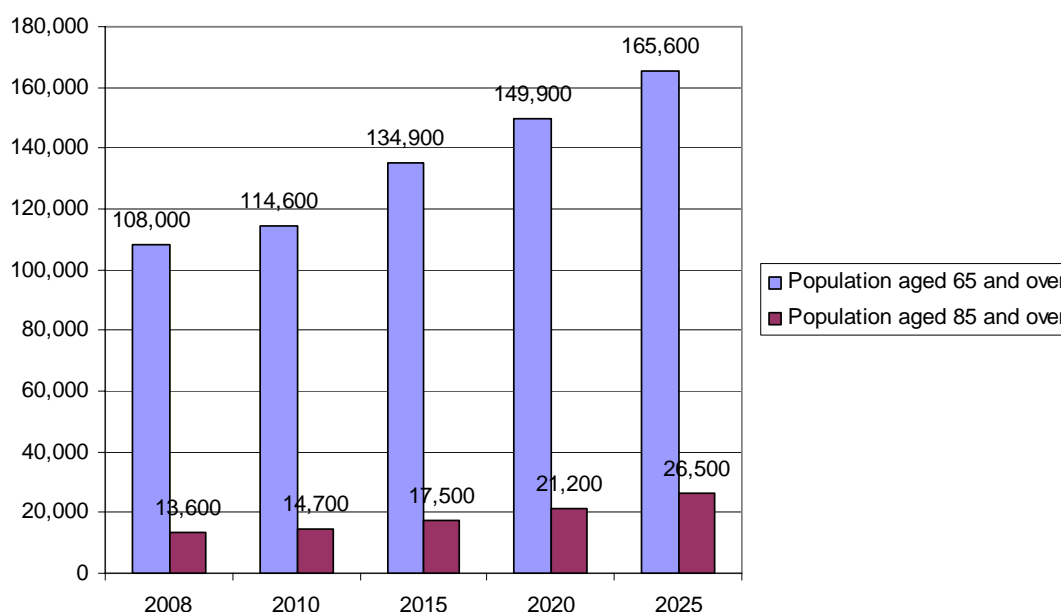
In 2009 a Joint Strategic Needs Assessment was produced. The Joint Strategic Needs Assessment that was produced by NHS Leicestershire County and Rutland and Leicestershire County Council identifies the short term and long term health and wellbeing needs of the local population. It aims to help community partners to make key decisions about health and social care planning. The key findings relating to older people are given below.

The changing age structure

The changing age structure of the Leicestershire population will have a major impact on the development of services. As the population changes the needs of older people will change.

In Leicestershire it is currently estimated that 5.0% of the population are people aged 65 and over. By 2025 this is expected to increase to 21.9%. Whilst people aged 65 and over currently make up a small percentage of the population, in the future over a quarter of the population will be aged 65 and over. See Figure 1 for further details.

Figure 1: Projected prevalence of elderly populations



The changing needs of older people

As the age structure changes, in Leicestershire, the needs of older people can be expected to change. For example, we know that as people age the likelihood of developing a limiting long term illness increases. Currently, we estimate that there are 49,448 people within Leicestershire County aged 65

and over living with a limiting long-term illness. As the number of older people increase we can expect this figure to increase by 55% to 178,100 in 2025.

The ability of older people to care for themselves can be impacted by long term illness. Older people who are unable to self care will be dependent on the provision of formal (e.g. social service support) or informal (e.g. unpaid care from a family member or friend) support. In Leicestershire approximately 35,000 people aged 65 and over are unable to manage at least one self-care activity on their own. From now until 2025, this number can be predicted to increase to 55,900.

Much of the support given to older people is provided by a spouse or partner. However, the number of people living alone can be expected to increase. It is estimated that approximately 35% of people aged 65 and over living in Britain live alone at the moment. People who live alone are more likely to require the provision of formal social support services.² This means that out of the 108,000 people aged 65 and over in Leicestershire, 38,000 are estimated to live alone. By 2025 it is predicted that this number will increase by 55.7% from 38,000 in 2008 to 59,000 in 2025.

Community relations

As the number of older people who require support into their old age increases, community relations will become ever more important. There are many inspiring examples in Leicestershire and the UK of how communities can work together and support each other to achieve a happier more fulfilled life.

A community house in Loughborough

For example, the community members of Loughborough Hastings developed a 'community house' which contained local services. The house was developed with support from community organisations (the Tenants Association, Community Association, Voluntary Action Charnwood and the Borough Council Neighbourhood Management Team). The work of those involved in the 'community house' included proactive policing, the opening of a Children's Centre and a Gardening Club. The 'community house' is an excellent example of how people can work together to improve their local community for older people, increase the sense of belonging and the support available to them.

A survey conducted in 2007 and then again in 2009 looked at people's community relations, often referred to as social capital. The survey found that over three quarters of respondents felt they belonged very or fairly strongly to England (87%), Great Britain (79%) and their local neighbourhood (80%). Although people's sense of belonging to England and Great Britain had

² Living in Britain 2001, relationship of service to need, Office of National Statistics.
<http://www.statistics.gov.uk/lib2001/Section3755.html>

decreased between 2007 and 2009, there was an improvement in the number of people who believed their neighbourhood was a place where people looked after each other, increasing by 3%. In 2009, over three quarters (85%) of respondents replied that they would be happy asking certain local people to keep an eye on their house and property, and a high percentage (83%) thought that their neighbourhood was a friendly place.

The 2009 survey found that reciprocity, or the availability of informal support, was relatively high in Leicestershire.³ Nine out-of-ten respondents (87%) thought that it was 'likely' or 'quite likely' that they could get help from their neighbours when they needed it. The number answering this however had fallen since 2007 by 2.6%. The availability of informal support can be important in preventing admissions to hospital and dependency on limited formal support services. This is clearly an area that needs to be improved if communities are to work together in the future.

³ Social capital survey 2007, Leicestershire County Council, LSR online. http://www.lsr-online.org/reports/social_capital_survey_2007

Policy developments

National developments

Building a Society for All Ages, the Government's strategy for our ageing society was published in July 2009. The strategy sets out a number of proposals to help people of all ages plan for, and enjoy, their later life. Summarising the purpose of the strategy, Angela Eagle, Minister for Pensions and the Ageing Society on the launch day of the strategy stated:

“We are now at a demographic tipping point and today’s strategy will build on foundations to equip the UK to meet the needs and aspirations of the future.”

**Angela Eagle
Minister for Pensions
and the Ageing Society on launch day**

The key proposals detailed in the strategy include:

- Introducing ‘one stop shops’ that will provide people in mid-life the plan ahead, ensuring that they have the financial security and social support networks they need to make the most of their old age.
- A new Active at 60 package is a proposal that aims to provide people approaching their 60th birthdays with information about their entitlements and opportunities around local activities.
- Bringing forward the review of the Default Retirement Age to 2010 to reflect the increasing numbers of people who want to take advantage of their longer active lives and keep working.
- Promoting flexible opportunities in teaching and tutoring for those aged 50 and over who are self-employed, and to test ways of preventing people having to leave work because of ill-health.
- A health prevention package which will focus on preventative services for conditions that often affect people in later life, including footcare, falls prevention, continence care, depression and arthritis.
- A Generations Together programme which will fund a number of projects across the UK, which aim to bring older and younger people together, in order to further strengthen our communities.

In 2008, the Audit Commission produced a National report called ‘Don’t Stop Me Now’. Don’t Stop Me Now makes recommendations to Local Authorities on how they can meet the needs of older people. It considers the diverse ageing population, how to understand and engage the older community and

targeted services that promote independence, among others. The National report states that local councils should:

- review their local demographic profiles and reassess their approach to the ageing population;
- identify how they can work with older people and local partners to make more efficient use of public and community resources;
- link local demographic profiles and community needs in age-proofing mainstream services and designing targeted services;
- tackle stereotypes and myths that prevent older people being fully engaged in the community and receiving appropriate services;
- target spending to have the most impact and improve evaluation; and
- use this study to support a management review, or councillor scrutiny, of support for well-being in later life.

Regional developments

The East Midlands Later Life Forum is a newly formed strategic regional forum which consists of a range of organisations from across the East Midlands who impact on or deliver support for older people. The forum is chaired by Leicestershire County Councils Adult and Communities Assistant Director. The Forum's mission is:

To enhance the quality of life, improve engagement and increase economic wellbeing and the opportunities for current and future older people within the East Midlands Region.

The Forum is currently considering its focus and priorities for the first year, following feedback from delegates at a Regional Later Life Conference.

Local developments

Locally, Leicestershire County Council is embarking on a major programme of change to personalise the way in which services are provided to people. Personalisation is about better providing people with support that is tailored to their individual choices and preferences. This approach will involve new types of working, new roles for staff members, new relationships between care providers and people requiring services, and different partnerships between those who supply services.

The change to personalised services began in 2008 and will continue into the future. Considerable progress has already been made in this area, some of which includes:

- Developing our approach to self assessment to help people tell us what support they need;
- Developing a vision of Early Intervention & Prevention that is shared between local authorities and NHS services;
- Exploring the possibility of developing an e-market place for people to look for the support they need.

The personalisation of services will offer older people, who want it, more flexibility in the way in which their needs and wants are met. A programme of work to identify how older people can be supported to use personal budgets is underway and will continue in the future.

Summary points

- Across Leicestershire the number of older people is increasing.
- As people age they are more likely to develop long term illnesses and require some kind of support.
- Community partners and older people have a responsibility to ensure older people can enjoy their later years and that this enjoyment can be linked to opportunities for full engagement in society and local community.
- The provision of community services is essential to improving and maintaining the well-being of older people.
- Nationally there is a drive to help older people plan for their older years. Providing advice and information to help people with this is therefore important.
- It is important that people aged 65 and over are given the opportunity to continue working if they wish, and that flexible approaches to work are created.
- In order to enable older people to remain healthy and independent for as long as possible, more preventative health and social care services and community services are needed.

Progress during 2008-2010

Department of Work and Pensions update

As part of this strategy refresh, community partners worked with the Department of Work and Pensions to complete a self assessment of the Ageing Well Strategy. The event focused on four key areas: leadership, whole systems working, involving older people and sustainability. The assessment day resulted in some excellent discussions of the strengths and weaknesses of the strategy delivery and how the delivery can be strengthened in the future.

The scores for each category reflected the positive discussions of community partners. In terms of involving older people the strategy scored well. The Older People's Engagement Network was seen as a working example of the active involvement older people had had in the development and delivery of the strategy. It was felt that there was clear leadership in the delivery of the strategy, with the Leicestershire County Council Cabinet Lead Member for Adults and Communities, being seen as a visible and approachable leader. In terms of whole systems working (partners working together to achieve a common goal) it was felt that there was generally a good understanding between partners and good sign up to the strategy but this needed to be strengthened. In terms of sustainability (ensuring changes could be maintain in the future) it was felt that partners were committed to this agenda, however needed to be clear as to what their responsibilities were in delivering and sustaining services to meet the strategy aims and that they were accountable for this.

It is hoped that the refresh of the Ageing Well Strategy and in particular the re-establishment of the Ageing Well steering group will contribute to achieving a more joined up, 'whole systems' approach to this wide agenda. In addition to this, governance arrangements have been established in order to ensure partners are clear about the priorities for meeting older people's needs allowing them to feed these priorities into any future plans or developments.

Local Partners update

As part of this strategy refresh, District Councils, Age Concern, NHS Leicestershire County and Rutland and Leicestershire County Council provided a snapshot of the progress they had made across the priority areas of the Ageing Well Strategy: Communities, Income and Wealth, Keeping Active and Busy and Health. Across Leicestershire, a number of initiatives aim to address these priority issues and are summarised below.

Communities

To make older people feel part of their neighbourhood

It is recognised that it is important to help older people in Leicestershire to feel part of their neighbourhood. The increasingly popular Older People's Engagement Network (OPEN) is actively involved in the decisions made by Leicestershire's public sector organisations, feeding in the views of older

people and passing information on about older people's issues. There has also been an increase in the number of Older Persons Champions across the county.

Older people have a strong voice and are actively engaged in decision-making through the Older People's Network

Older People's Engagement Network members are also represented on a wide range of strategic/planning groups across the county, including the County Integrated Partnership for Older People meetings, the East Midlands Later Life Forum and the East Midlands Older Person Advisory Group.

Older people need relevant, timely, cross-agency advice and information at 'first contact' with any of the key services

A 'first contact' scheme developed for Leicestershire residents, recognises that older people need efficient advice and information the first time they have contact with any of Leicestershire's key public services. 'First contact' was made available in North West Leicestershire in October 2009 and in Hinckley & Bosworth during November 2009. Engagement with other Leicestershire districts through Local Strategic Partnership meetings has taken place to promote a countywide scheme and obtain sign-up. It is hoped the 'first contact' scheme should be available countywide by Spring 2010 and an evaluation of the scheme will be completed in 2010.

Income and Wealth

To enable older people to be supported to maximise their income and use their money more effectively

In recognition of the importance of financial issues to older people, Age Concern Leicester shire provides an Information and Advice service that includes providing support with identifying and applying for welfare benefits. Similarly, with the aim of increasing the numbers of people in employment, Leicestershire Adult Learning Services operate employability projects in all districts.

Keeping Active and Busy

Older people need to be able to access a full range of facilities in their local communities

Age Concern Leicester shire and Rutland provide a wide range of volunteering opportunities across Leicestershire, which promote well being for older people. They are also piloting alternative models of social care that will focus on providing older people with support to meet positive outcomes, including increased participation in community facilities, e.g. learning opportunities.

Leicestershire County Council's Adult Learning Service and the new Adult and Communities Department offer volunteering opportunities county-wide. The volunteering opportunities are wide ranging and include providing assistance with e-learning and 'skills for life'. In 2009 there were a total of 224 in-house volunteers registered with the former Communities Services Department, with

the largest number of people being involved in the museums/ archives/ collections fields and the library services.

Age Concern Leicester Shire offer a range of healthy living services, including the Health Living Project. Ken's story of how this service benefited him is given below.

Keeping active and busy – Ben's story

Age Concern's Healthy Living Project

Ben thought his walking days were over, although still physically able to walk he had slowed down so was not up to the walks he regularly took in his 70's.

Ben attends the Age Concern Friday coffee morning where he has a chat with friends and a two course hot dinner, this is where he heard about the summer walks offered by the Healthy Living Project.

Ben and ten others from the coffee morning mostly in their 80's thoroughly enjoyed the two hour walk around Bosworth Park, Hall, Church and Market Town in July.

"I feel young again to be out walking with a group, other walking groups don't cater for older people like us, we are a group that's forgotten about" said Ken.

Health

Supporting more older people to live healthier lives

In terms of older people's health across Leicestershire, more older people are being supported to live healthier lives. For example, the *Good Health! Good Food! Good Ideas!* Booklet produced by Age Concern has proved popular across Leicestershire. Older people report liking the large print and tasty, simple recipes that use cheap ingredients. They found that having a week's menu in advance helped them to plan, as the shopping list helped the older people to identify what items they already had in stock at home. A visitor to Health Event at Coalville Library said:

"Can I have some more copies of your Good Health, Good Food, Good Ideas booklet, I showed it to my neighbour and daughter and they are both making the recipes from it."

In order to reduce the number of emergency hospital admissions and avoid re-admissions amongst people aged over 65, six multi-disciplinary, consultant-led, locality falls clinics/programmes (mobility & skills for life) have been established across the county. A geriatrician outreach service is being tested in one locality and provides extra support to residential and nursing

care homes where residents are frequently admitted to hospital. The pilot will be evaluated in October 2010 which will inform whether or not the scheme is made available across the County.

Considerable work is being undertaken across the county around preventing strokes and falls amongst older people. This includes developing community based rehabilitation service pathways to meet the needs of people who have had strokes and falls. For example:

- A stroke prevention and education project has been set up to target south Asian communities;
- A stroke webpage is now available on Leicestershire County Council's website;
- A family and carer support service has been commissioned from the Stroke Association to provide information, support and advice to stroke survivors and their family/carers;
- The Communication Support Service also commissioned from the Stroke Association provides support and guidance to stroke survivors;
- A stroke group for working age stroke survivors is now running and a pilot using assistive technology to reduce the number of falls in hospital is underway.

Social Care and Carers and Housing

Supporting independence of older people and carers

A charter regarding dignity in care has been developed across Leicestershire and one third of care homes have committed to the ten dignity in care challenges. A project funded by the Department of Health commenced in July 2009. The project aimed to develop a framework to improve the quality of care and the care experience of service users within the care home environment, with a specific focus on delivering on Dignity in Care.

In order to support an increasing number of older people to live at home, five extra care schemes have been set up across the county (Melton, Loughborough, Blaby, and two in Harborough). The services offered at the extra care schemes include; domiciliary care, housing support, a range of activities and meals.

To ensure all agencies are supporting informal carers a Carers Strategy has been developed by Leicestershire County Council and was launched in 2008. The actions detailed in this strategy include ensuring older people and their carers can access a direct payment/personal budget for their social care services, for example to purchase day services to help keep them active members of the community.

Community Safety

There are several initiatives which aim to increase community safety. The initiatives are provided by District Councils and include home security schemes, pride alarms schemes, neighbourhood watch schemes and no cold calling schemes. Blaby district is an example of how the District Councils

engage older people in improving community safety. The Community Safety Partnership engages older people through community road shows, community forums and through one-to-one contact with Police or the Community Safety Team or volunteers. The Community Safety Team also runs training on awareness for elder abuse for officers and the public. The Domestic Violence Co-ordinator is trained to offer support and access to services for victims of elder abuse.

Housing

To ensure that older people get appropriate housing support services wherever they live, regardless of tenure, a Leicestershire County Council Housing Related Support Strategy is being developed and due to be published in the Summer of 2010. A strategic review of older persons housing needs is also being undertaken and will be completed by December 2010.

An adaptations service provided by Leicestershire County Council provides people with a range of assistive technology, minor and major adaptations to help people remain independent at home. Disabled facilities grants managed by the District Councils are available to help fund major adaptations. Also, a disabled facilities grant improvement programme is in place that aims to improve the coordination of responses to disabled facility grant requests.

Priorities for 2010-11

It is clear that community partners have made good progress in meeting the needs of older people outlined in the Ageing Well Strategy. Never-the-less, there are areas that have been progressed more than others. The table below outlines the agreed priorities that are to be taken forward by community partners during 2010/11 and beyond.

Sub priority	Reason for taking forward as a priority
<i>Older people feel part of their neighbourhood</i>	
Older people feel safe and secure within their homes and their neighbourhoods.	It is important that older people feel part of their community. In order for people to actively contribute towards their community they need to feel safe and secure.
Older people take part in their communities and using local facilities.	<p>In order for older people to feel part of their community, it is important that the barriers that exist between older and younger people are removed. Older and younger people have a great deal to learn from each other.</p> <p>Bringing older and younger people together is also important if older people are to feel safe and secure in their local area.</p> <p>Providing opportunities for bringing older and younger people together is therefore an ongoing priority.</p>
<i>Older people to be supported to maximise income and use money more effectively</i>	
Provision of advice and early identification of people with financial problems via multi-agency collaboration.	<p>There is an increased need for financial support to older people following the economic downturn.</p> <p>With an ageing population it is essential to support older people to remain financially independent for as long as possible.</p>

To support more older people to live healthier lives with care closer to home

<p>Reduce number of emergency hospital admissions, and avoid re-admissions, for people over 65.</p> <p>Develop dementia strategy to support people at home.</p>	<p>A local mapping exercise found that further progress in improving dementia services across Leicestershire was needed. This is coupled with a drive nationally to improve the quality of dementia services, reflected in the national dementia strategy.</p> <p>Partners have identified there is a continued need to reduce the number of hospital admissions and improve the care received for people with dementia.</p>
<p>Pilot community based rather than hospital based support to care homes.</p>	<p>Partners have identified there is a continued need to support care homes to ensure older people receiving high quality care and that hospital admissions are avoided.</p> <p>The geriatrician outreach pilot will be essential to achieving this in the future.</p>

Governance arrangements

In order to ensure the Ageing Well agenda remains up-to-date it is essential that the progress partners are making in meeting the needs of older people across the County is captured. This enables community partners to identify unmet need across the County.

A framework for governing the priorities of Ageing Well and the progress that community partners are making in meeting the older persons agenda (detailed in the Ageing Well Strategy) has been put in place.

The framework

The governance framework, which is detailed below, is a four stage process and reflects the process that has been followed for this Ageing Well refresh.

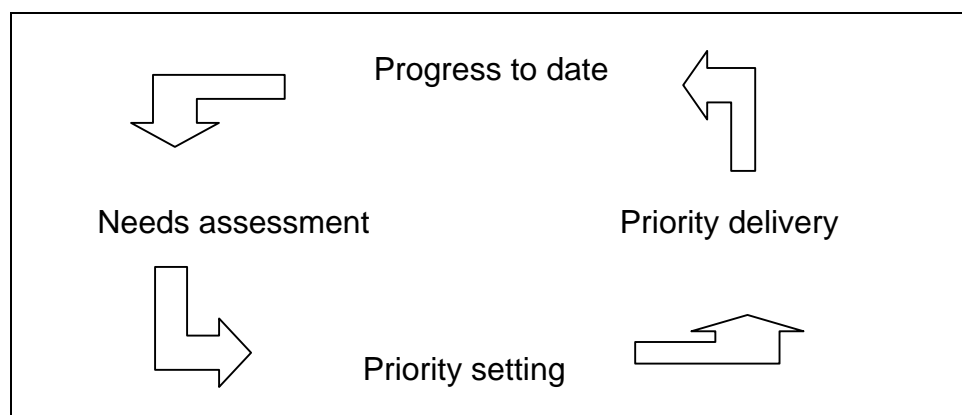
Step 1: Community partners report 'progress to date' yearly. Partners who are represented on CIPOP will be required to update the matrix given in Appendix 1.

Step 2: Evidence of emerging needs or wants of older people in Leicestershire, for example using the Joint Strategic Needs Assessment, will be collated.

Step 3: Short term (yearly) and long term (three yearly, when the Ageing Well strategy is coming to its end) priorities will be decided, taking into consideration the information collected in Step 1 and Step 2.

Step 4: Community partners take responsibility for delivering the agreed priorities set out in the Ageing Well Strategy.

Figure 2: Ageing Well governance framework



Future intentions

The Ageing Well Strategy Refresh sets out the priorities for 2010-2011. A new strategy will be developed setting out the priorities of community partners for 2012 and onwards. In order to do this, the steering group involved in developing this refresh will complete the following:

November 2010 - April 2011

- Review the progress to date in achieving the Ageing Well objectives.
- Review the needs or wants of older people in Leicestershire, using locally produced information.

April 2011 – September 2011

- In consultation with older people themselves and community partners, ascertain how the needs and wants of older people can be met in a sustainable and effective way.

September 2011 – February 2012

- Produce a draft strategy which sets out the preliminary priorities for meeting the needs and wants of older people and consult with a wider group of community partners.
- Work with community partners to determine who will take responsibility for delivering the priorities.

February 2012 – April 2012

- Finalise the new strategy detailing the priorities that community partners will deliver for providing support to older people.

April 2012

- Launch the new strategy.

Conclusions

This refresh has enabled us to consider some key issues that have emerged since the Ageing Well Strategy was first published in 2008, which need to be considered when looking to meet the needs of older people.

In refreshing the Ageing Well Strategy we considered:

1. What progress we had made to date in meeting the actions set out in Ageing Well;
2. What new evidence we had available to us about the needs of older people and the best way to meet those needs;
3. What our priorities should be for 2010/2011 and beyond.

This Ageing Well refresh has therefore set out the progress that partners across Leicestershire have made in meeting the Ageing Well Strategy and our priorities for 2010-2011.

This refresh has identified that the key priorities for 2010 – 2011 and beyond are:

- Older people feeling safe and secure within their homes and their neighbourhoods.
- Older people taking part in their communities and using local facilities, in particular through providing intergenerational services (bring younger and older people together).
- Providing advice and early identification to people with financial problems.
- Reducing the number of emergency hospital admissions, and avoid re-admissions, for people over 65.
- Developing a dementia strategy to support people at home.
- Pilot community based rather than hospital based support to care homes.

We aim to achieve these priorities by building on our existing relationships with our community partners from the voluntary, private, public and health sectors and older people's groups. In this way, we can ensure that older people now, and in the future, enjoy their older years as valued members of society.

Appendices: Progress to date

Key: M= Melton District Council, O & W = Oadby and Wigston District Council, B = Blaby District Council, H & B = Hinckley and Bosworth District Council, C = Charnwood District Council, NWL = North West Leicestershire, H = Harborough District Council

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H	
COMMUNITIES	Older people need to feel safe and secure within their communities	Increased provision of fire alarms (fire service).				√		√		√	√		
		Increased provision of lifelines (private sector).				√		√	√	√	√		
		Introduction of community hubs.						√				√	
		Police involvement in local older people's forums/groups (police).				√	√	√					
		Undertaking community safety work including cold calling zones, bogus call campaigns, neighbourhood watch schemes etc.				√		√					
	Older people take part in their communities and using local facilities	Older people's champions have been appointed.		√			√	√	√	√	√	√	√
		Intergenerational activities planned via Older Persons month.		√		√	√	√				√	

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H	
	Transport services need to be able to meet the needs of older people in each locality	Development of a service directory.	√			√		√			√		
		Providing support to older people to use computers.	√		√					√			
		Development and promotion of befriending schemes.			√	√	√	√	√	√	√	√	
		Older people are provided with travel concessions.				√	√	√	√	√	√	√	
		Agreement with other professionals to signpost older people to relevant services e.g. with wardens, handymen.				√		√		√			
		Transport schemes are being developed.				√		√		√			
		Provision of free transport to older people's groups/forums.				√	√						
		Older people need relevant, timely, cross-agency advice and information at 'first contact' with any of the	First contact pilot conducted.	√			√					√	
			First contact pilot being rolled out.	√					√	√		√	
			Increase in Older People's Engagement Network (OPEN) membership.	√				√	√	√	√		√

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H
	with any of the key services	Older People's Engagement Network (OPEN) representatives sitting on strategic planning boards.	√				√	√	√	√		
	Older people have a strong voice and are actively engaged in decision-making through the older people's Network and older people's Champion Network	Increase in the number of older persons champions.	√			√	√	√	√			
		Development of older persons' forums/groups.	√			√	√	√	√	√	√	√
INCOME AND WEALTH	To aim for increased numbers of people over age 50 in employment	Adult learning projects have been developed.	√			√		√				
		Joined up working with partners (Citizens Advice Bureau, Job Centre Plus, Pensions Service) to promote benefit uptake.	√		√	√		√				
	Increase the take-up of income benefits amongst older people	Providing drop in sessions/workshops regarding money management.						√		√		
	Provision of advice and early identification of people with	Older people are provided with advice regarding fuel poverty/energy efficiency, through decent homes project or other.				√		√			√	

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H	
	financial problems (poverty, debt) via multi-agency collaboration	Advice and information regarding financial management from Citizens Advice Bureau. Tenancy audits have been introduced to assess tenants financial situation.				√	√	√	√	√	√	√	
KEEPING ACTIVE AND BUSY	Provide a co-ordinated approach to volunteering for people aged over 50 who are not in employment Ensure a full range of meaningful cultural and learning opportunities for people as they age	Voluntary Action Leicestershire infrastructure established.	√										
		Community inclusion team set up to support older people to locating individualised services in their community Activities undertaken to increase participation in community facilities, including learning opportunities (Age Concern).		√									
		Development of cultural networks.			√	√		√					
		Promoting volunteering opportunities through existing networks, events etc.			√	√	√	√	√	√			
		Development of social enterprise cooperatives to support older people access learning opportunities.					√						

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H	
HEALTH	Reduce number of emergency hospital admissions, and avoid re-admissions, for people aged over 65	Older people are offered a range of physical activities.	√	√		√	√	√	√	√	√	√	
		Good Life project rolled out to encourage increased physical activity and healthy eating.			√								
		Falls clinics have been established in the area.	√	√		√							
		Decision at end of life service established.	√			√							
	Develop community based rehabilitation service pathways to meet the needs of people that have had strokes and falls.	Assistive technology projects have been established.	√			√	√			√	√		
		Older people in sheltered housing are offered a range of exercise based activities.				√	√	√		√			
		Stroke prevention services for BME groups.	√	√					√				
		Advice and support to stroke survivors and their family/carers.							√				

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H	
	Have in place a clear, publicised strategy for meeting the health needs of older people across Leicestershire.	Conduct a refresh of the Ageing Well Strategy.	√										
		A strategy for older people is in place.	√			√		√				√	
		A strategy for older people is being produced.						√				√	
		A dementia strategy has been developed.	√										
		Stroke prevention measures have been put in place.	√	√									
		Stroke rehabilitation units have been developed.		√									
		Cardiac rehabilitation units have been developed.		√							√		
		A Joint Strategic Needs Assessment has been developed.	√										
		A commissioning 'stoke take' has taken place to inform and identify shared priorities for joint commissioning.	√	√						√			
SOCIAL CARE AND CARERS	Develop a Leicestershire-wide 'Dignity in Care Charter',	A charter regarding dignity in care has been developed.	√										

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H	
	putting older people at the centre of services. Support increasing numbers of older people to live at home.	One third of care homes have committed to the 10 dignity in care challenges.											
		Extra care housing has been developed.	√			√		√				√	
		Extra care strategy has been developed and is being implemented.	√										
	Develop a carers' strategy to ensure all agencies are supporting informal carers. Support more older people to access a Direct Payment for their social care services	A Carers Strategy has been developed.	√	√					√				
		All older people are offered a direct payment/personal budget to purchase day services.	√										
		Social enterprises have been developed to support people with direct payments/personal budgets.					√	√	√				
HOUSING AND THE HOME	Older people get appropriate housing support services	Support officers are working with vulnerable households, including the set up of support plans.				√		√	√	√	√		

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H
	wherever they live, regardless of tenure	A review of Older People's housing services is being carried to determine needs-led housing related support.	√									
	Numbers of older people with a support plan for housing related support services, wherever they live, regardless of tenure	A stock condition survey to identify non-decent properties and vulnerable household groups is being undertaken.	√			√	√	√				
	To ensure an increased number of older people take-up property-related services	Disabled facilities grants offered to council residents.	√			√	√	√	√	√	√	√
		A disabled facilities grant improvement programme is in place.	√									

Priority issues	Sub issue	Area of work/activity	LCC (county wide)	NHS (county wide)	Voluntary sector (county wide)	M	O&W	B	H&B	C	NWL	H
	services including adaptations and disabled facility grants applications, private sector housing grants for older people, properties brought up to the decent homes standard in the private sector	Promotion activities to improve the take up of home improvement grants are undertaken.				√	√	√				
	Increase the use of community alarms to support independence in older people	Measures to improve non decent homes are in place, including undertaking a stoke conditions survey.	√					√		√		

If you require this information in an alternative version such as large print, Braille, tape or help in understanding it in your language, please call 0116 305 7404.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 7404 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 7404 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 7404 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 7404，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 7404, a my Ci dopomożemy.



Adult Social Care Service
Leicestershire County Council
County Hall, Glenfield, Leicestershire LE3 8RL
Telephone: 0116 305 7404

www.leics.gov.uk/socialcare