Older People
(Health Social Care & Well Being Strategy)

The Cardiff Local Service Board (LSB) brings together the leaders of public services in the City. It aims to make these organisations work better together and improve services. The LSB includes:

- Cardiff Council
- Cardiff & Vale University Health Board
- South Wales Fire & Rescue Service
- South Wales Police
- Voluntary Action Cardiff (VAC)
- Welsh Assembly Government

To help these services work better together, they decided to choose goals that they will all work towards. These are:

1. People in Cardiff are healthy
2. People in Cardiff have a clean, attractive and sustainable environment
3. People in Cardiff are safe and feel safe
4. Cardiff has a thriving and prosperous economy
5. People in Cardiff achieve their full potential
6. Cardiff is a great place to live, work and play
7. Cardiff is a fair, just and inclusive society.

If all public services work toward these goals together, they should be able to share resources and improve the quality of life for everyone in Cardiff.

The Cardiff Health Alliance agreed to use these 7 goals to develop the Health, Social Care & Well Being Strategy (HSCWB) for 2011 to 2014. The Cardiff Health Alliance is a partnership of the Council, the University Health Board and the Voluntary Sector. It works to improve the health and well being of people in Cardiff.

The Health Alliance recognises that it is important to support older people in Cardiff so the HSCWB Strategy includes a section on this. The Older People's Advisory Planning Group (APG) wrote a draft of this section. The APG includes professionals from the Council, the University Health Board, the voluntary sector, and some older people representatives from the Older Person's Forum.

We would like you to read this draft section before the Critical Friends Group meeting. We would like you to tell us if you think anything is incorrect or if something is missing.

Introduction

Changes in lifestyle, living conditions and health and social care have led to improvements in health and well being. This means that most people live longer.

This is very positive and many older people continue to lead fit and active lives. However, increasing age is also associated with a higher risk of chronic and disabling conditions. This means that an increase in the number of older people could be a challenge to health and social care services.

The planning for services needs to enable older people to retain their health, independence and remain in their community.

The needs of older people with mental health problems such as dementia are included in the Mental Health section.

For this section, older people have been defined as those over 50 years old. This allows us to make sure that services are ready to support the transition into old age. However, specific ages have been identified in some places if it is only relevant to that age group.

The APG agreed that the main goals they want to focus on are that older people:

- Exercise choice and control and remain independent
- Age healthily
- Are safe and feel safe
- Have confidence and good emotional health
- Feel valued.

Measures

The APG agreed that we would want to see improvements in these areas:

- The number of people over 65 years of age who are helped to live at home with or without support.
- The number of people over 65 years of age who are living in financial poverty.
- The number of people over 50 years of age who are living with chronic conditions.

- The number of older people who die before the national average age of life expectancy.
- The numbers of proven Protection of Vulnerable Adults (POVA) cases or those likely in all balance of probability.

The APG also felt it would be good to develop a way to measure:

- The number of older people reporting that they feel socially and / or emotionally isolated.

The APG recognise that these are not the only things that could be measured. However, they decided that these were the most important ones.

Background

- There may be more demands on health and social care services to meet people's needs because they are living longer. It is very positive that people are living longer, but it is important that they have a good quality of life as well. This can be improved by promoting healthier lifestyles and preventing illness.

- People in hospital should be able to stay if they need to, but they also need to be able to leave when they are ready. Sometimes services are not available to enable them to leave at the right time so they stay longer than they need to. This can increase their dependency on hospitals and could have a negative impact on their health and well being. The aim must be to make sure people receive care in the most suitable place for them.

- The public are now better informed about services which means that more is expected from services, even when we are facing difficult financial times. This means that services should work together better so they can manage the greater demand.
- There are many things that can make it harder for some people to access health services in Cardiff. For example, people who live in more deprived areas or those who have had issues with housing or misusing substances. This means that people in these areas develop more chronic illnesses in later life. These barriers need to be challenged.
- More people will develop mental health conditions such as dementia in older age. This will mean there will be more challenges for individuals, carers and services.

- Services need to be less focused on crisis management and be more proactive. This can be done by looking at the whole needs of an individual rather than just thinking about the one condition or illness.
- Radical re-design of services that meet the needs of older people more locally and closer to home will require sharp and focused commissioning to ensure resources are being appropriately allocated. It is therefore imperative that time is invested in ensuring good data collection and analysis to inform the process.
- We expect to see more reported cases of elder abuse because society is more aware of the issue. This is good because we want to stop cases going unreported. However, we must try to stop the abuse happening at all.

Partners

Services can make changes by working with other services. Some of the organisations who can help by working together are:

- Cardiff Council including Adult Services; Leisure & Play; Parks & Sport; Schools & Lifelong Learning; Housing & Neighbourhood Renewal; Infrastructure; and Transportation.
- Third / Voluntary Sector
- NHS
- Cardiff Health Alliance
- Advice & Benefits
- Private Sector
- Police
- Fire Service
- Further education

Changes should be made by working with older people, service users and carers and listening to their experiences and ideas.

What are we going to do?

The APG decided that they will develop actions in these ways:

- Create better ways for organisations to plan together. Once these are in place, we will look to use them to develop action plans that focus on positive outcomes for people.

- To achieve this we must focus on improving how we collect data that can be used to prove that we are making a difference for people. This will help to inform service planning and improve how we buy services based on what people need.

- Effective management and leadership of this is required in order to be successful and deliver these outcomes.