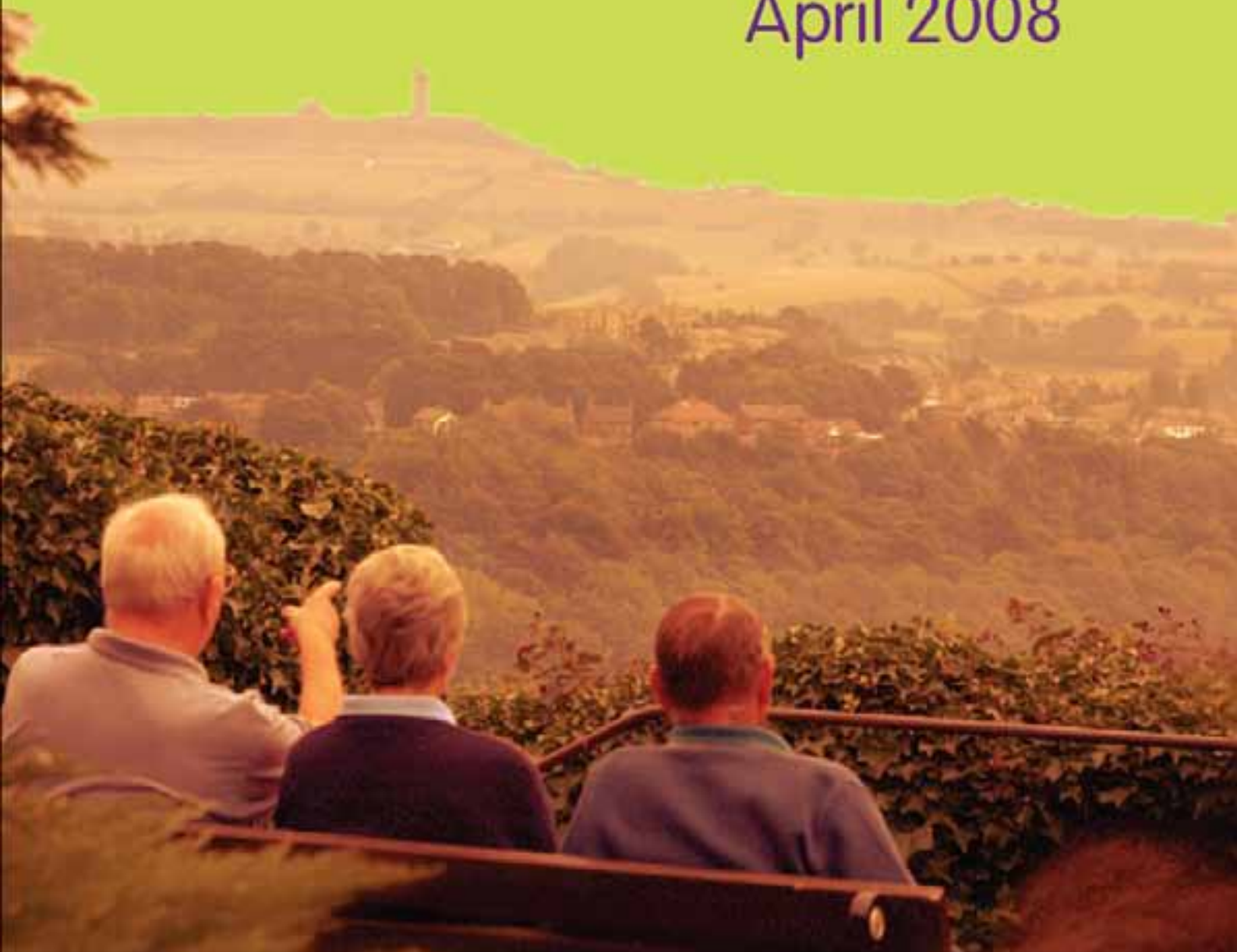


Vision for Older People in Kirklees

April 2008



Local Public Service Board for Adults and Healthier Communities

Kirklees **NHS**
Primary Care Trust



 **Kirklees**
COUNCIL

Foreword

A vision for the future

In Kirklees we want to make changes with our partners to improve services for older and more vulnerable citizens. We have made good progress in combating inequality and social injustice in old age – though there is still more to do. We want to embed in all policies directed towards older people the values of **active independence, quality** and **choice**.

Over the next 10-15 years Kirklees, in line with other parts of the UK, will experience an unprecedented change in the fabric of its society. As life expectancy increases the number of the population aged over 65 will increase dramatically. An ageing society is too often – and wrongly – seen solely in terms of increasing dependency. But the reality is that, as older people become an ever more significant proportion of the population, society will increasingly depend upon the contribution they can make. Indeed, today's older people are already challenging old preconceptions:

- They are healthier
- They are breaking with the notion that old age and poverty are synonymous – pensioners are no longer any more likely to be poorer than younger people
- They are making an economic contribution

In services that are crucial to retaining independence, older people are sometimes treated as passive recipients rather than active consumers with their own views about their needs. Our purpose must be to transform that picture and to support older people to positively shape that picture. Also to ensure that older people are enabled to express their views based on a fuller knowledge and picture of the facts about their own situation and ways in which they may receive encouragement to take greater control over their own well being.

Many older people are already enjoying life to the full – making the most of the opportunities of age and contributing significantly to their families and communities. But of course, as the number of older people grows, society faces challenges too. One challenge is to unlock the potential for older people to play an even greater role. A second is to enable us all to prepare more effectively for new horizons in our later life.

The key outcomes we want for all older people in Kirklees include:

- improved health and well being
- improved quality of life
- making a positive contribution
- exercise of choice and control
- freedom from discrimination or harassment
- economic well-being
- personal dignity

Demographic changes offer challenges and opportunities for all of us:

- For **the Local Authority** the challenge is to change attitudes and preconceptions about what an ageing society means and to stimulate innovative ideas and technologies to transform older lives. We must seize the opportunity to rethink policies and approaches to public services, in order to advance true independence and choice for older citizens and help them improve their quality of life. We need to address the myth that ageing is a barrier to a positive contribution to the economy and society, through work and promoting and enabling active engagement in our community.
- For **individuals**, longer life is a blessing where the extra years are fulfilling and active. A personal responsibility rests on each one of us to plan and provide for a different life course that is also better.
- For **all of us**, dealing successfully with demographic change means shedding outdated stereotypes and both challenging and changing mindsets about retirement and the process of growing older.



We want all older people in Kirklees to have improved health and well-being

April 2008

1. Executive summary

A vision for services

The vision for older people 'Living Life to the Full' outlined in this document is the product of consultation which took place over a three month period and builds on the work of the Older People's Partnership Board and the Kirklees Council document "Improving the Quality of Life of Vulnerable Older People". Living Life to the Full was approved by Cabinet in March 2007.

Our vision and implementation plan is built around the kind of things that are important to older people in their everyday lives in Kirklees. We have used a 'person centred' approach which looks at how people want to live and what infrastructure and support they need in order to do so. To do this we collected information about things that are important to people. We are trying to make sure that we do not attempt to fit people into services, but that we build support around people.

The following 12 themed areas of importance have been identified:

- Citizenship and involvement
- A place to live
- Money
- Getting around
- Leisure and social activities
- Learning
- Keeping safe
- Health and well being
- Support in daily living
- Carers
- Information and access to services
- Culture

For each of these areas we are developing a concept of a "future state", based on what older people and their carers have told us. We have also listened to the views of a wide range of stakeholders.

Our strategic aim is to improve and maintain the quality of life of Kirklees older citizens by promoting partnerships to deliver healthy living activities, sustain peoples' independence and promote positive views of ageing.

Our vision is underpinned by important principles about the way in which we should respond to the needs of older people.

We believe we should:

- listen to older people
- enable older people to make informed choices and exercise choice and control over their lives
- give older people time to make important decisions at difficult times and provide them with the best possible information to do so
- involve older people in decisions about their lives
- support older people in negotiating the “service maze”
- involve and support carers
- respect the dignity and privacy of older people
- recognise individual differences
- provide integrated services.

This vision has clear linkages with the priorities set out in our Local Area Agreements and also the Key Lines of Assessment to Standards of Performance (KLASP) in the Commissioning for Social Care Inspection’s (CSCI)¹ revised Outcomes Framework for Performance, as well as playing a key role in delivering on Standard 8 of the National Service Framework for Older People (NSF-OP)².

This is a vision which will require incremental action over the next 5-10 years. It is a working tool to assist long term change. It will be adapted and reviewed to ensure that it continues to respond effectively to the needs of older people, to really make a difference. Lead ‘theme’ officers will provide progress reports to the Older Peoples Partnership Board and the Local Public Service Board (LPSB).

The vision will be used to direct the development of action plans which aim to meet the needs which older people have expressed as important to them. It is recognised that a wide range of organisations and services are delivered already, and seeks to build upon these partnerships to facilitate collaborative working. Where overlapping pieces of work are in progress or required the vision will provide a mechanism to co-ordinate them for maximum impact.

¹ http://www.csci.org.uk/professional/about_csci/publications/view.aspx?csci=1631

² NSF-OP-DOH, March 2001 (www.doh.gov.uk/sf/olderpeople.htm)

2. Introduction

Why is a vision for older people important?

The UK population is gradually becoming older; the number of people of pensionable age will rise from 7.8 million in 1996 to over 10 million by 2021. Numbers of people of pensionable age are likely to peak at nearly 13 million during the 2030s.

In Kirklees population trends for older people reflect those taking place nationally and regionally. Predicted growth in the numbers of older people will be substantial, particularly for those between 75-79 years and those over 85:

- By 2015 there is predicted to be an additional 14,746 people over 65 living in Kirklees and
- By 2025 an additional 30,000 people over 65.³

This is a **45% increase in the older population (65+)** of Kirklees during the next 20 years. The largest growth of almost 58% will be seen in potentially the most frail and dependent group of over 85s.

By 2025 nearly 1 in 5 people will be over 65 in Kirklees, the implications of this being that unless people age in a healthier state there will be increasingly large numbers of dependent older people who require support from a diminishing pool of younger people. Improved health care may reduce functional disability which could partially offset demographic pressures, but it is clear that there is a need to promote measures that support healthy ageing, reduce disability in old age and add quality to these years.

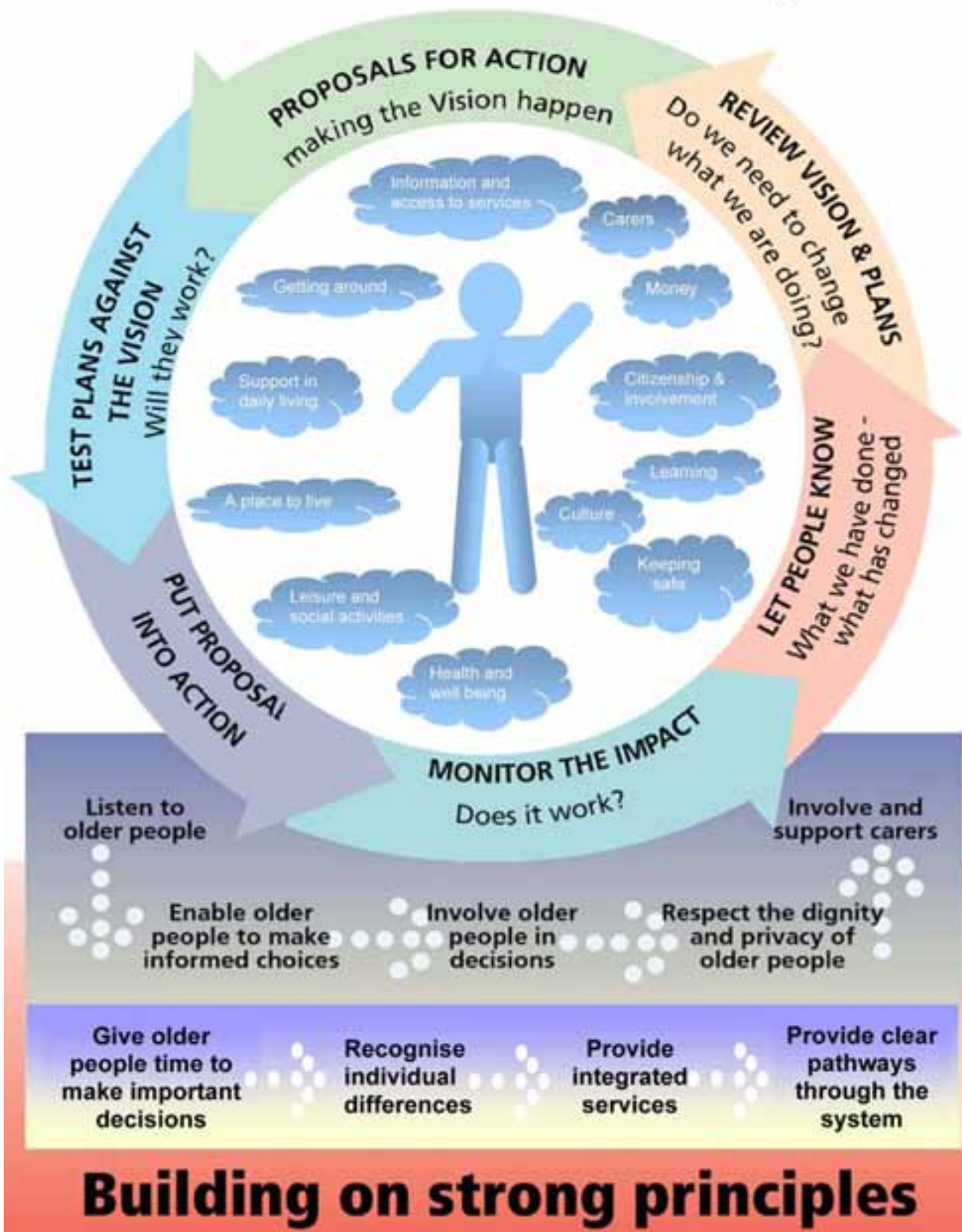
Changes of this scale require policy –makers in the public, private, voluntary, community and health sectors to plan with older citizens for future demand for long term care for older people and develop appropriate preventative services, full filling activities and health care to meet there needs and aspirations.

³ data from www.POPPI.org.uk



The number of people of pensionable age will rise from 7.8 million in 1996 to over 10 million by 2021

Kirklees Council Vision for Older People



3. Vision themes and desired future state

Objectives

Older people have told us what positively affects their quality of life and 12 themed areas of importance have been identified upon which our Vision has been developed:

Citizenship and involvement

- Older people should be able to take a full and active role in their local community, as citizens of Kirklees. They should be fully and effectively represented on groups that make decisions about services delivery.
- Older people should be fully involved in planning their own care. They should be included in the consideration of all available alternatives, particularly when being discharged from hospital. They should receive the information, time and support to make the best possible decision for them.
- Services should be available to support individuals through their contacts with health and social care services if people feel they need this.

A place to live

- Older people should be supported to live as independently as possible in their own home for as long as they are able and want to, through a wide range of personal and practical, home based services.
- Older people should have access to information and advice on financial options in relation to their housing, to enable them to be able to take informed decisions.
- Older people should have a choice of good quality housing within a range of tenures that enables them to maintain their independence for as long as possible. This should include a range of places where they can live without losing touch with their family or community, and include:
 - Warm, safe, secure and affordable housing
 - Good quality sheltered housing, to rent or buy, with extra care if necessary
 - Good quality residential and nursing care homes

- Older people and their partners should have enough time, information and support to make decisions about where they will live, particularly when being discharged from hospital but also at major transition points in their lives. It should be exceptional for older people to move directly from hospital into long term care with decisions about long term care being a positive choice made with full information.
- Adaptations and equipment should be provided speedily through a single point of contact (including when moving house).



We all have a right to live our life the way we want to.



Older people should be able to take a full and active role in their local community, as citizens of Kirklees.

Money

- Older people should have easy access to information and advice about the range of benefits that are available to support them. Benefits should be paid quickly and in a convenient manner.
- Support should be available to help older people through the 'benefit maze' including, where possible, practical help with completing forms and communicating with "benefits agencies".
- Older people should have access to services and benefits that prevent fuel poverty.
- Charges for services such as accommodation / transport / support / leisure and activities should be set at an affordable level to encourage take up by older people.
- Individualised Direct Payments should be widely promoted and utilised by people to buy their own services if they wish.

Getting around

- Older people should have access to affordable, reliable, accessible modes of transport.
- There should be an integrated public transport system respecting the diverse needs of older people. This should include routes to rural areas, safer and more frequent/reliable buses, and local services that are connected to main transport routes.

Leisure and social activities

- A broad range of affordable and accessible activities should be available for all older people whether active or less mobile, including those with enduring mental health problems.
- More older people should be able to take part in activities near to home or within their local community rather than travelling long distances.
- Activities should take place in facilities that are in good condition and help older people feel valued.
- Older people should be able to take part in leisure and social activities at a time which best suits them.

Learning

- Older people should receive the support they need to continue learning for as long as they feel motivated to do so.
- Older learner's provision should be part of mainstream learning.
- Learning provision for older people should be affordable, flexible, tailor-made and take place in a variety of settings.

Keeping safe

- Older people should feel safe and secure both at home and outside throughout the day and night, and should be protected from abuse whether physical, psychological or financial.
- Older people should live in and be cared for in an environment which minimises the risk of a fall.
- Services and activities should be available to older people to both help reduce the risk of a fall, and aid their recovery following a fall.



Older people should be encouraged to exercise personal responsibility for pursuing healthy lifestyles.

Health and well being

- Older people should have access to health and well being opportunities which are close to home, responsive, flexible, with no professional/organisational boundaries.
- If they become ill, older people and their carers should be supported to manage their own ill health wherever possible, and should be fully involved in all decisions about their care / treatment.
- Formal services should be delivered by a trained and skilled workforce, and reflect cultural diversity and ethnicity.
- Services should focus on helping older people to keep well rather than on the treatment of ill health.
- People approaching retirement age should, if they desire, have access to an assessment which helps them plan for good health in their retirement. All older people should receive a regular assessment of their health if required.
- Older people should have timely access to hospital treatment when this is in their best interests, and should be supported to leave hospital as quickly as possible when better and more appropriate care could be provided at home or elsewhere.
- Older people should be able to access and benefit from a wide range of palliative care schemes which promote and enhance dignity in end of life care.
- Older people should be encouraged to exercise personal responsibility for pursuing healthy lifestyles with appropriate access to advice and information.

Support in daily living

- There should be a range of affordable support services, personal and technological, available to help older people in their day to day tasks and in their personal care. These should include night-time services.
- Services which support people at home should be a flexible and adaptable covering a range of tasks. Staff should have enough time to provide the service so that older people don't feel rushed. These services should be enabling, supporting older people to maintain their dignity, independence and activity levels.
- There should be timely provision of equipment and adaptations, through an integrated service, to complement people-based services.

- Older people should have access to rehabilitation and recuperation services which help maximise their independence and control.
- Support, including out-of-hours services, should be developed around community, social and practical issues for older people, for example befriending schemes helping to reduce social isolation.

Carers

- Carers' needs should be considered as an integral part of the way in which services are provided to older people.
- Carers should be involved as stakeholders and partners in how services for them and those they care for are developed.
- There should be a single assessment process that identifies the presence of a carer, triggers a carer's assessment and improves outcomes for carer and cared for.
- Crisis support should be available to carers on a 24 hour basis.
- Carers should be involved in the planning of a safe discharge from hospital for those they care for, and appropriate support/equipment should be in place at home before discharge happens.
- Advocacy should be available for carers - particularly for those carers who are older people themselves.
- Carers of older people, particularly of those with dementia, should be reassured that the person they look after is receiving high quality care and support when they are not there.
- There should be more information for carers in GP surgeries/health centres and other service points, eg opticians, dental practices, pharmacies, ensuring carers information is available via the information network for older people.
- Agencies should make active efforts to identify and support carers, and not just wait for carers to approach them.

Information and access to services

- Older people and carers should be able to get information about those services that are available quickly, easily, in a variety of ways and formats, and at a time convenient to them. (This should include information about their medicines.) The information network should include:
- Well advertised, easily recognised and well resourced information points in all service areas which can also “sign-post” people to services/resources which can support them.
- Advice, guidance and clear pathways to help older people navigate their way through complex systems.
- New and emerging technologies should be used to support the information network for older people, for example enhanced internet access, interactive digital TV, etc.

Culture

- Older people should have access to information in a language that they understand and a format that best suits their needs.
- Older people should receive support / treatment from someone who is sensitive to their culture and needs and who, ideally, speaks the same language.
- Older people should be able to access appropriate cultural and spiritual activities (if this is their wish).



Well advertised, easily recognised and well resourced information points in all service areas which can also “sign-post” people to services and resources which can support them.



Information in other formats

Kirklees Council Adult Services is committed to ensuring that its communication is clear, plain and available to everyone. This information can be made available in languages other than English.

It can also be made available in large print, audio CD, audiotape and Braille.

Full details are available by telephoning 01484 225274.

For more information about social care and health, contact:

Gateway to care on 01484 223000

Or in person at

Gateway to care

30 Market Street, Huddersfield, HD1 2HG

Cleckheaton Town Hall, Bradford Road, Cleckheaton, BD19 3RH

The Walsh Building, Town Hall Way, Dewsbury, WF12 8EE

Gateway to care

Batley Resource Centre, 90 Commercial Street, Batley, WF17 5DS

You can also email gatewaytocare@kirklees.gov.uk or visit our website at www.kirklees.gov.uk

If you are a carer, you can also contact the Kirklees Carers Gateway on 01484 226050, or email carers.gateway@kirklees.gov.uk

In an emergency outside office hours only, telephone 01924 326489.

For more information on health services contact:

Kirklees Primary Care Trust

St Luke's House, Blackmoorfoot Road, Huddersfield, HD4 5RH

01484 466000

www.kirklees.gov.uk
www.ageconcern-kirklees.org

