AGEING WELL ‘A GOOD PLACE TO GROW OLDER WORKSHOP NOTES

16TH JANUARY 2012

PREPARED BY:

Sangita Patel, Scrutiny and Improvement Officer, Oldham Council

Peter Thompson, Lead Overview and Scrutiny Officer, Rochdale MBC
**Participants**

The following participants attended the workshop:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization and Position</th>
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<tbody>
<tr>
<td>Councillor Colin McLaren</td>
<td>Oldham Council, Chadderton Central</td>
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<tr>
<td>Councillor Phil Harrison</td>
<td>Oldham Council, Royton South</td>
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<td>Councillor Derek Heffernan</td>
<td>Oldham Council, Saddleworth North</td>
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<td>Councillor Eddie Moores</td>
<td>Oldham Council, Chadderton Central</td>
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<tr>
<td>Councillor Robert Clegg</td>
<td>Rochdale MBC, Wardle and West Littleborough</td>
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<tr>
<td>Councillor Jean Ashworth</td>
<td>Rochdale MBC, Smallbridge and Firgrove</td>
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<td>Councillor Jane Gartside</td>
<td>Rochdale MBC, Bamford</td>
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<td>Councillor Jean Hornby</td>
<td>Rochdale MBC, Castleton</td>
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<tr>
<td>Councillor Ann Stott, JP</td>
<td>Rochdale MBC, Littleborough Lakeside</td>
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<tr>
<td>Councillor Irene Davidson</td>
<td>Rochdale MBC, Milnrow and Newhey</td>
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<tr>
<td>Councillor Martin Rodgers</td>
<td>Rochdale MBC, Milnrow and Newhey</td>
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<tr>
<td>Carl Bell</td>
<td>Oldham Council, Head of Community Services</td>
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<tr>
<td>Colin Foster</td>
<td>Rochdale MBC, Adult Services Director</td>
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<tr>
<td>Dorothy Phillips</td>
<td>Oldham Council, Head of Service, Joint Care Assessment and Care Management</td>
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<tr>
<td>Abdul Hamied</td>
<td>Kashmir Youth Project, Chief Executive</td>
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<tr>
<td>Julie Holt</td>
<td>NHS Oldham, Public Health Specialist</td>
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<td>Rosalind Kingham</td>
<td>NHS Oldham, PPI Lead</td>
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<tr>
<td>Val Little</td>
<td>Oldham Community Health Service, Health Improvement Manager</td>
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<tr>
<td>Carl Schoolden</td>
<td>Community Transport Oldham, Regional Passenger Services Manager</td>
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<tr>
<td>Liam Hughes</td>
<td>Oldham, Chair of Shadow Health &amp; Wellbeing Board</td>
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<td>Andy Searle</td>
<td>Oldham &amp; Rochdale, Chair of Adults Safeguarding Board</td>
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<tr>
<td>Andrew Hodson</td>
<td>First Choice Homes Oldham, Supported Housing Manager</td>
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<tr>
<td>Jackie Hanley</td>
<td>Oldham Community Leisure Limited, Senior Health and Physical Activity Development Officer</td>
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<tr>
<td>Brenda Robinson</td>
<td>Age UK Oldham</td>
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<tr>
<td>Carol Richards</td>
<td>Age UK Oldham, Project Co-ordinator</td>
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<td>Abida Begum</td>
<td>Age UK, Oldham</td>
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<td>Paul Gala</td>
<td>Age Concern Rochdale, Chief Executive</td>
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<td>Vera Hirst</td>
<td>Age Concern Rochdale, Chair</td>
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<td>Sue Scott</td>
<td>Oldham Council – Friends and Neighbours Scheme Co-ordinator</td>
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<tr>
<td>Jacqueline Bestley</td>
<td>Voices 4 Wellbeing (Rochdale LINk), Outreach &amp; Engagement Officer</td>
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<td>Olwen Fish</td>
<td>Oldham LINk</td>
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<td>Councillor Roy E Walker</td>
<td>Bury MBC, Church</td>
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<td>Councillor Joan Grimshaw</td>
<td>Bury MBC, Unsworth</td>
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<tr>
<td>Alice Rea</td>
<td>Joint Health Scrutiny Officer – Pennine Acute</td>
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<td>Sangita Patel</td>
<td>Oldham Council, Scrutiny &amp; Improvement</td>
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Officer | Officer
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Peter Thompson | Rochdale MBC, Lead Overview & Scrutiny Officer
Jane Taylor | Oldham Council, Scrutiny & Improvement Officer
Judith Emanuel | Centre for Public Scrutiny, Expert Adviser

The participants represented a wide range of backgrounds:

- 1 person over 75
- Care for a relative
- Over 50
- Under 50
- Councillors
- Paid job with older people
- Manage a service
- Manage a service for older people
- Strategic role
- Voluntary work
- Safety and safeguarding
- Health
- Leisure
- Adult Social Care
- Community Organisation

The following representatives were not available to attend the workshop:

- Pensioners/Older People’s Organisations
- Environmental Services
- Faith Organisations

**Agenda for the day**

- Discover what works
- Agree the future
- Designing the future

**Oldham’s story**

Cllr Phil Harrison (Cabinet Member for Adult Services) and Older People’s champion delivered a presentation. He talked about his role as the Older Person’s Champion.

This includes having a strategic lead, involving older people, neighbourhood services, investing early, personal responsibility and planning for our own life, bringing partners together, remembering that you are old only once, centre for excellence, getting older men into ‘older apprenticeships’ encouraging them to volunteer in gardening furniture and links to Public Health.
Stories of success

- A lady called Joan had involvement with youths who had learning disabilities who had stolen from an elderly person. Joan helped the elderly person who was robbed. This led to Joan regularly seeing each other and developing a friendship.

- Irene and her friend were both disabled and noticed that as years passed, they noticed life style changes. Irene’s friend went to see her everyday to keep an eye on her especially since her daughter lived in Blackpool. One day, Irene’s friend fell ill which made Irene realise how much she relied on her friend. This mutual friendship led to Irene looking after her friend by cooking for her and baking cakes.

- There were a few elderly people living an area. The residents association set up a lunch club at a school which encouraged interaction between the children and the elderly people. The children learnt about the history from the elderly people and they played cards with each other. Up to 20 elderly people (maximum that can fit in the room) go to the lunch club. It was emphasised that the school should be seen as everyone’s schools and not just for the children.

- A lady called Jacqueline who has mental health issues set up a reading group that met in her own home. As part of her physical wellbeing she went on health walks, which led to a ramblers group being established. They started off small and did a walk at Heaton Park which led a walk around the Pennine. More recently, an Indian lady had joined the group, who has grown in confidence since joining the group.

- A group of elderly people wanted to do a variety of things. They received a small grant which they has been used for various activities such as Yoga to social dancing. Around 40 people take part in these activities who were all over the age of 50 except 1 and 1 person who was 78. This grant led to mutual support, friendships and relationships being developed enabling a network of elderly people being part of a network. Their mental and physical health was being promoted due to this network and that contacts were made with those would normally be isolated. Overall, everyone pulled together for a mutual benefit.

Seed of success

See table on the next page.
# SEED OF SUCCESS

<table>
<thead>
<tr>
<th>Participation &amp; Communication</th>
<th>Simple things like exercise make a difference</th>
<th>Positive attitude &amp; commitment</th>
<th>Working together</th>
<th>Empowerment</th>
<th>Realising that you can manage at times of difficulty/make a difference at different times</th>
<th>Community presence</th>
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<tbody>
<tr>
<td>Continuous communication</td>
<td>Keeping active as possible</td>
<td>Regular commitment for elderly people</td>
<td>Services working together (statutory and voluntary)</td>
<td>Maintaining independent as far as possible</td>
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<tr>
<td>Listening makes a difference</td>
<td>Simple things make a difference</td>
<td>Positive attitudes and services</td>
<td>Joined up services</td>
<td>Flexibility to meet needs</td>
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<td>Involvement in decision making</td>
<td>Awareness of needs</td>
<td>Confidence</td>
<td>Integrated services (health, housing, care)</td>
<td>Family and friends support</td>
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<tr>
<td>Having control over what happens to you</td>
<td>Exercise is good for health</td>
<td>Information and advice</td>
<td>Support</td>
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<td>Not making presumption – have an open mind</td>
<td>Change of attitude regarding age</td>
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<td>Helping ourselves/each other</td>
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<td>Valued (empathy)</td>
<td></td>
<td></td>
<td></td>
<td>Stay in your own home</td>
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<td>Choice and empowerment</td>
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Designing the future

How will things look like in January 2013: -

1) Utopia – Outside the box
   - Less funding
   - Listen to
   - Information trees available
   - Reduce hospital admissions
   - Transparency and information
   - Supporting personal budgets
   - Improved advocacy
   - Empowerment
   - Communication is a two way process (including statutory and voluntary)
   - Hard to reach groups
   - Care assessments should be regularly reviewed (at least 12 months time)
   - Acting communities

2) Building blocks – next step
   - Identify what both Oldham and Rochdale want i.e. town centres
   - Consultations need to be improved in order to get regular feedback
   - No prejudgement and to have open communication
   - Joined up thinking and target those who have the greatest needs.
   - To determine how we work together through efficiency and budget implications
   - Intergenerational work – process start early to enable young people to cope when they get older
   - Coherent strategy including statutory and voluntary sector to be joined up across both Boroughs
   - Leaders need to be closer to the ground and hear what they have to say

3) Overview and Scrutiny Annual Recognition Award

4) Oldham/Rochdale continue to work together
   - Timely relevant information
   - Communication
   - Access to s services
   - Centres of excellence – share these and pick and choose who has access to what
   - Active residents in the decision making process
   - Councils working together at all levels
   - Overall, joined up services, information and relationships
What needs to be done in order to achieve the seeds of success: -

- Including more communities and diverse groups
- Sharing of services/venues i.e. joint Health and Wellbeing Board, Lift Centres being used as venues to access services, utilise existing resources
- Engagement between the young and old and share good practices
- BME Groups – identifying strengths and gaps and to determine how they can all have access to services
- Positive attitude – empowering people including those in care. Those who work with elderly people, help them to become solution focussed
- Joint commissioning board – bring commissioners and providers to service delivery

Groups indentified what we can do now, identified a quick win and where it makes most difference: -

1) Sharing of services
   - Community groups
   - Establish joint Health and Wellbeing Boards and subgroups – share expertise across the Boroughs
   - Bring the two O&S bodies together including local organisers from Oldham and Rochdale
   - Establish a statutory and voluntary sector

2) Volunteering
   - Identify how may leaders including 60 Councillors from both Councils do volunteering work
   - Start in primary schools
   - BSF- community based (more groups go into schools and use it for all age groups)
   - Development – give people the confidence to move forward
   - Leading Councillors/Officers who can put forward volunteering is good for you

3) Empowerment
   - More use of community groups e.g. third sector, CVS, Age UK, Pensioners and university and get them to do it
   - Wider research – district nursing and research students providing feedback

4) Commissioning and Providers
   - Have a joint commissioning board (Age UK)
   - Commissioning have worked together early – sharing knowledge, skills, funding and efficiency
   - Early engagement – changing/streamlining day centres and new development of moving to other services from care

5) Funding and Finance
   - Arrange a joint meeting with both O&S Bodies
   - Need funding to promote the infrastructure of volunteering
   - Identify good practice between voluntary, community and faith sector
   - Sponsor pilot projects
   - 16 – 24 age group – identify areas of good practice as they will eventually get old and need to prepare for 50 plus.