



the care forum  
voluntary sector service

## **B&NES Older People Network Meeting**

**28 January 2010**

### **Attended:**

Janet Elisabeth Cowland; Joan Travis, Action For Pensioners; John and Mary Walden, Action For Pensioners; Mike Woodhouse, Action For Pensioners; Anthony Clarke, B&NES Council - councillor; Adrian Inker, B&NES Council - councillor; Sarah Shatwell, Banes Council; Caroline Round, B&NES Social And Housing Services; Pauline Swaby-Wallace, Bath Ethnic Minority & Senior Citizens Association; Sue Bradley, Bath Mind; Hana Kende, Bath Mind; Andrew Evans, Care Network; Sonia Hutchison, Care Network; Helen Storey, Crossroads - Caring For Carers B&NES; Grenville Jones, Golden Oldies; Corinne Edwards, NHS Bath & North East Somerset; Debi Amor, Rethink; Claire Hicks, Rethink; Theresa Hegarty, Royal United Hospital Bath NHS Trust; Martha Flower, Support For People With Alzheimers; Vic Pritchard, B&NES Council – councillor; Ronnie Wright, The Care Forum; Debbie Howitt, The Care Forum; Harriet Bosnell, Somer Community Housing Trust

### **Apologies:**

Pamela Lacy; Audrey Cloet, Action For Pensioners; Meg North, B&NES Council; Jo O'Connell, Bath And North East Somerset Council; Paul Pennycook, B&NES council; Jackie Short, Care Network; Jan Fullforth, Dignity In Care; Wendy Barker, Dorothy House Hospicecare; Peter Duppa-Miller, Local Strategic Partnership; Michaela Willmott, London School Of Hygiene & Tropical Medicine; Val Janson, NHS Bath & North East Somerset; Phillipa Forsey, North East Somerset Arts (Nesa); Libbie Sheppard, Royal National Institute For Deaf People (RNID); Myra Dow, St John's Hospital & Bath Municipal Charities

### **Presentation: Sarah Shatwell, Commissioning Manager for Social Care**

[http://www.thecareforum.org/publication\\_uploads/OP%20Network%20280110.pdf](http://www.thecareforum.org/publication_uploads/OP%20Network%20280110.pdf)

Q: What is the time frame for the consultation period?

A: Jan, Feb, March

Q: Are these changes going to affect attendance allowance?

A: Need to be aware of changes in legislation and there have been discussions about changes in AA.

Q: Has any thought been given to the monitoring of individual budgets?

A: B&NES was a pilot for individual budgets. Spent a year checking procedures, refining policy framework and operational procedures. Also has council auditors coming in on a regular basis.

Q: How many people in B&NES will be affected?

A: 13,000 non residential social care users at the moment. As the population is ageing, this will increase.

Q: You will give people a resource pot. Help and support is needed to identify the best agencies. Will they be charged for this?

A: Very good question. B&NES will fund a local organisation to help people do this. Also have internal brokerage team to help with this. B&NES would like people to purchase this support from wherever they want. Would not want people to have a shock bill after getting support.

Q: Are we moving towards a “sliding scale” of level of support?

A: Yes. Anyone with £23,000+ in savings would be considered to be self funding. This hasn't changed.

Q: Will it be capped, for example, at £7000 for older people? It is important to look at this because the capping is set differently for different user groups - inconsistent.

A: Yes - It is important to do this work and be aware of these inconsistencies.

**Presentation: Corinne Edwards, Assistant Director of Service Improvement, Health & Wellbeing Partnership**

[http://www.thecareforum.org/publication\\_uploads/OP%20Voluntary%20Sector%20Forum%2028%2001%2010.pdf](http://www.thecareforum.org/publication_uploads/OP%20Voluntary%20Sector%20Forum%2028%2001%2010.pdf)

- A consultation event happened two weeks ago in the South West. Will feed back from some of this.
- Spoke about equality Bill.
- Age discrimination doesn't just happen to older people, and the guidance does set this out.
- B&NES/Wiltshire/Swindon part of a local engagement event. Consultation will complete on 15 February.
- What does it mean for us locally? Working links and forums. Very important for workforce development.

There are 5 key areas:

- Commissioning and service development
- Leadership and managing change
  - Shared/joined up vision
  - Being clear what we mean by this
- Involvement/participation of older people
- Workforce development/HR =
  - Age profile of workforce
  - Training etc
- Quality management and assurance
  - People's experiences

Q: When you say the Department of Health have pushed out the stuff for two years ahead, it seems like a done deal. They've already decided.

A: The review has said health and social care should be consulted as much as other public bodies.

Q: I never heard about the Bill in the first place.

## **Group Summaries**

Meeting attendees worked in small discussion groups to look at the Fairer Contributions questionnaire and consider

### **Feedback 1**

- Assessment process: how to ensure it doesn't feel intrusive
- Language used can be alienating: how to ensure it is accessible? NB Jargon bingo. Cards with jargon, call out House!
- Keep it simple

- Advisors must work for best of client
- Give people time to understand changes: ensure people don't jump to conclusions
- Clarity about overall costs – must be easy to understand
- Difficult for people to understand assessment process. Feeling intimidated with language forced to use which is alienating and discriminating. A case study would be useful.
- Value for money. Will the local authority get value and will we get value? We have to be careful that people advising the clients are working for the good of the clients and not for their own agenda.
- Change takes time and must not be too sudden. Concern that people will jump to conclusions and refuse services.
- If there are sliding scales it could become harder for people to question it. Need clear information to address concern about charges and whether or not they are for health care.
- Strength of partnership work.

## **Feedback 2**

- NB Essential standards
- Must be clear about whether charges for health care e.g. pooled budgets
- Clarity about when health needs change
- Link between change and review process
- Older people don't like to ask for help or talk about their situation – how to take this into account?
- Likewise issue for carers [N.B. carers personal budget]
- Meaningful breaks for carers at time they need: carers assessment.
- Acts of cruelty, separating husbands and wives etc and other people.

## **Update on the Development of Older People's Housing and Support Needs**

Sarah fed back to the group on the findings of the research undertaken into older people's housing and support needs. These are included at the end of Sarah's presentation – see the link above.

## **Information Share**

- Somer Housing have just recruited a dementia specialist to support people with dementia (and their relatives and carers) living in Somer sheltered accommodation. Contact [caroline\\_heslop@somerset.org.uk](mailto:caroline_heslop@somerset.org.uk) telephone 01225 366332.
- Golden Oldies 'Time after Time' is an intergenerational project bringing together schools and older people. It will be launched later in the year – look out for more details.