

# **Older People Needs Assessment**

## **North Somerset**

### **Older People Joint Strategic Needs Assessment**

#### **Summary**

**June 2008**

## **Adult Social Care Review - 2008**

Since the production of the JSNA for Older People, a review of services for Older People has been undertaken. The review was concluded in December 2008 and recommended:

- Development of a range of preventative service and good quality housing in the community to meet the needs and sustain the changes.
- Reduced numbers of older people entering care homes for personal care.
- Reduced numbers of older people entering care homes for nursing care.

The new prevention-focused service design will help prevent older people from having to go into residential or nursing care, and will help them back into their own homes after short stays in hospital, residential or nursing care. The services will:

- Enable older people to lead full, active and healthy lives for as long as possible.
- Enable older people to live independently in their own homes for as long as possible.

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# Older People Joint Strategic Needs Assessment

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### Chapter 1 Introduction and Social Context

1. With the exception of the ward of Weston Super Mare South, the vast majority of pensioner householders are owner occupiers, as such it is recommended that any new housing options aimed at those over 65 years of age meets the aspirations of owner occupiers.
2. Focus is needed to ensure people in rural areas are able to access community / social facilities in order to reduce social isolation and potential deprivation.

### Chapter 2 - Health Context

- 3 Community health services need a more detailed information system that allows for greater interrogation and more complex analysis in the future.
- 4 That work continues to understand the position in relation to funding of free nursing care and continuing health care.
- 5 Benchmark service levels of community health services are reviewed regularly to ensure North Somerset doesn't fall out of step with other places.
- 6 There are increasing numbers of people being diagnosed and needing treatment for dementia. Costs to treat this condition are high and need to be recognised in future planning.
- 7 Much of the health improvement work is focused on people younger than 65 and will have an impact on healthy life expectancy, this work should be recognised for its impact here. There is a need to ensure this work includes older people, as the benefits remain even in later life.
- 8 The impact that issues such as decreasing mobility, incontinence and impaired vision can have on a person's independence and quality of life need to be considered in future planning.

### Chapter 3 – Care Homes

- 10 There is a disproportionate amount of services in Weston when compared to the population profile. This level of capacity gives a greater range of

options for the local social care teams when deciding on packages of care. It is recommended that community based services that allow people to stay at home rather than enter care be developed in the areas of low provision in the first instance.

- 11 There are some patterns of placements to Care Homes from Social Care commissioning teams that should be analysed further to fully understand the differences.
- 12 Information obtained from Service User interviews suggest that some people may have been more appropriately placed in extra care housing or with more intensive support packages could have stayed at home. Assessments processes for access to a Care Home should be rigorous. .
- 13 Many service users indicated that they were not aware of other options (to entering a care home). Information about care and support options should be more widely available, ensuring self funders also have access to information. Formal and informal advisors- such as GPs, or family members, also need to have access to this information. In Chapter 2 – Health Context, we found that around 180 people a year were admitted to a Care Home directly from hospital after social care assessment. This area should also be targeted for better information.
- 14 Ensure that placements in care homes are reviewed early and regularly with a view to moving people on to more independence where health improvements have led to people's circumstances changing.

## **Chapter 4 - Community Based Services**

### **Domiciliary Care**

- 15 There are some patterns of commissioning for domiciliary care from Adult Social Care teams that should be analysed further to fully understand the differences.
- 16 Whilst the Nailsea team are commissioning the greatest proportion of new home care packages, Nailsea, Wrington (and Gordano) show the lowest proportion of their 75 population receiving home care services. Provision of home care services in rural areas has always proved a challenge, however, more work may be needed to ensure provision in these areas.

### **Day Care**

- 17 Alternative community based services are being developed to replace traditional models of day care, Work being done within POPP identifying un met needs will give direction to these developments. As North Somerset has low levels of traditional day care services provided, and In order that progress can be measured in this area care will need to be taken to ensure accurate collection and recording of those benefitting from

services.

### **Retirement Housing**

- 18 In order to adequately plan for the future housing needs of a growing older population monitoring of developments is needed. Obtaining information on new and existing developments across the whole sector has been problematic. It is recommended that a mechanism is identified to maintain a register of accommodation and monitor accurately all changes (including planning applications, changes to existing provision, RSL developments and within the private sector).
- 19 As part of increasing opportunities for independence, a wider range of supported accommodation will be needed. Extra Care Housing (ECH) has been recognised nationally and locally as beneficial in helping to keep people independent as long as possible. We will have nearly 300 units by 2009, 77% of these will be in Weston and Worle, and none in the Nailsea and the surrounding rural areas. It is recommended, that plans are progressed to increase access outside Weston.

## **Chapter 5 - Preventative Services**

### **Carers**

18. Ensure that the work being undertaken by POPP is fully supported to get the best outcome for carers.
19. That actions identified in the North Somerset inter agency Carers Strategy are progressed to ensure that carers are treated as individuals with a right to a life beyond caring.

### **Falls**

20. Further work is needed to evaluate the current falls service and whether it is successfully reducing the number of people falling and causing themselves harm in the process.

### **Aids and Adaptations / Carelink**

21. This group of services users could be those who may benefit from community based services aimed at reducing social isolation and building community support networks, it is recommended that consideration is given to enhancing these services as part of a programme to increase independence, and that work is done to include these service users in any proposed developments, subject to data protection issues.

### **Needs identified through POPP**

22. Ensure plans are progressed to develop services that addresses the needs of those suffering from social isolation.
23. The key areas of need identified within POPP are a need for befriending

services, practical help around the house and with the garden and for greater access to transport.

### **Voluntary Organisations**

24. That work is progressed on assessing the contribution that voluntary organisations make towards the preventative agenda and that best use is made of these services.

## **Chapter 6 – Service User Feedback**

25. Ensure that people have a choice to stay independent in their home for as long as possible, with access to community based services

26. Where people chose to move to more supported or more accessible accommodation that they should have access to accommodation providing 2 bedrooms.

27. Facilitate the development of affordable services offering practical help around the home.

28. Investigate ways to improve access to affordable community transport and to help address the need for help in accessing services generally.

29. Ensure actions identified in the North Somerset inter agency Carers Strategy are progressed to ensure that concerns raised by carers are addressed.

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## Summary Points

### Population Statistics Summary

1. The wards of Weston Super Mare West, Clarence and Uphill & Milton and Old Worle have the highest number of people in the 65+, 75+ and 85+ age ranges;
2. It is estimated that there will be a 16% increase in the number of people aged 85 by 2015 and 62% increase by 2025.
3. By 2025 the numbers within each age band have evened out; there will be almost a similar number of people aged 75-79 as there are 65-69.
4. The numbers of younger, older people will proportionally decrease, potentially resulting in less people available to informally care for those in the older age range (unpaid carers).
5. 1.79% of the population of North Somerset is resident in a communal establishment, 58% of those living in care homes reside in Weston super Mare with the wards of Weston Super Mare West, Clarence and Uphill & Weston super Mare Central having the greatest concentration of care home residents.
6. With the exception of the ward of Weston Super Mare South, the vast majority of pensioner householders are owner occupiers, as such alternative housing options will need to meet the aspirations of owner occupiers.
7. It is anticipated that between 2008 and 2025 the population of those living alone aged over 75 years will increase by 58% and dramatically by 80% for men, indicating a potential increasing demand on support and care services with the possible onset of frailties.

### Areas of Deprivation Summary

8. Increasing age does not necessarily equate with poor health. However, the distribution of older adults with poorer experience of health tends to correlate with deprivation.
9. A study by the Scottish Executive National Statistics Office has show that 19% of those in the 10% most deprived areas required help or care compared to 9% in the rest of Scotland.
10. In North Somerset 5 areas fall into the 10% most deprived areas, all are located within Weston Super Mare South and Central wards (2004 IMD)
11. In the Multiple Deprivation Ranking, Banwell and Pill are the only areas outside of Weston Super Mare that are below average (but not in the most 25% deprived areas). All other areas are average or above.
12. Areas within Easton-in-Gordano, Wrington, Yatton, Blagdon & Churchill, Clevedon Walton, Gordano, and Banwell & Winscombe fall in the bottom 10% for barriers to housing and services – a sub domain of the IMD score.
13. Around 300 pensioners still live in areas where access to services are low and don't have access to transport- these are the most vulnerable to issues of isolation and poor access to services.

## **Health Context Summary**

### **Life Expectancy**

14. Mirroring national trends, life expectancy across North Somerset has been increasing
15. At over 85 years, Clevedon Yeo has the highest estimated life expectancy within North Somerset.
16. The healthy life expectancy for this area is quite low (77 years) recording one of the largest differences between these two estimates.
17. Weston-Super-Mare central had the lowest life expectancy and lowest healthy life expectancy rates in the area.

### **Mortality Rates**

18. As with the general population, mortality rates across North Somerset for those aged 65-74 years are low for all the main conditions
19. The mortality rate for strokes among females across North Somerset is higher than the South West and England. However the number of deaths from this condition is small

### **Mobility**

20. Across North Somerset POPPI have estimated that 1,608 people aged, 65-74 and 4824 aged 75+ are suffering from mobility problems and that this is set to increase sharply

### **Continence**

21. Of those aged 65-69 16% of men and 19% of women reported bladder problems, but this increased to 31% and 34% respectively for those aged 85 or more.

### **Visual Impairment**

22. Figures from the Royal National Institute of Blind People estimate that one in 12 people over the age of 60 and one in five people over 75 are registered as blind or partially sighted.

### **Fractured Neck of Femur**

23. 95% of hip fractures in those aged over 65 are caused by falls.
24. Across North Somerset 343 people aged over 65 were admitted to hospital due to a fractured neck of femur.
25. The rate of hip fractures admissions across North Somerset is significantly lower (669 per 100,000 pop), than England (754 per 100,000 pop)
26. Over 80% of those admitted to hospital in North Somerset for a fractured neck of femur are female.

### **Depression**

27. Across North Somerset, POPPI has estimated that in 2008, between 4,020 and 6030 people over 65 years of age are suffering from Depression and that this is set to rise to between 5,940 and 8,910 by 2025.
28. The estimated number of people (65+) in North Somerset suffering from

Severe Depression in 2008 range from 1,206 and 2,01; rising to 1,782 and 2,970 by 2025

### **Dementia**

29. National statistics show that one in six people over 80 and one in 14 people over 65 suffer from a form of dementia.
30. Dementia is a progressive condition meaning that the symptoms become more severe over time.
31. It is estimated that 3,455 people across North Somerset over the age of 65 are currently suffering from dementia.

### **Smoking**

32. Smoking greatly increases the risk of numerous diseases including heart disease, stroke, and several types of cancer
33. Across North Somerset there are estimated to be 2,476 people between the ages of 65-74 and 1,693 over the age of 75.
34. during 2007 X number of people over the age of 65 accessed the NHS stop smoking services. The quit rate at six weeks for this age group was X% compared to an all age quit rates of X%.

### **Obesity**

35. Obesity has a close association with heart disease, cancer, diabetes, stroke, high blood pressure, high cholesterol, and osteoarthritis of the knees. obesity can make it harder for older people to keep active increasing the risk of further weight gain.
36. Across North Somerset there are estimated to be over 12,000 male and over 15,000 females (over 65) who are categorised as overweight or obese.
37. A small number; 125 males and 545 women are estimated to be morbidly obese.

### **Alcohol Intake**

38. in later life excessive drinking is likely to result in falls, poor memory and harmful interaction with medication.
39. Across North Somerset there are estimated to be over 3,526 males and 2,222 females (over 65) estimated to be drinking more than their recommended weekly amount.
40. Of these 22% of men and 18% of women are estimated as drinking more than 50 units.

### **Hospital Admissions**

41. For those aged over 65 admissions for cancer make up nearly one in five episodes
42. The largest number of episodes for the over 65 year olds, relate to leukaemia.
43. More than 36% of admissions during 2006/07 were by people aged over 65
44. 22% were aged over 75 years of age.
45. The proportion of admissions relating to injuries and admissions increases in the older age groups with 4% of admissions for those aged

- over 85 being for fracture neck of femur compared to 1% for all those aged over 65
46. Respiratory disease, heart disease and skin infections are the commonest causes of non-elective admissions
  47. Treatment for cataracts, knee and hip problems are the commonest causes of elective admissions
  48. Older people in the Woodspring area are more likely to be admitted for elective care.

### **Hospital Discharges**

49. For the period April 07- Oct 07, 792 people over 65 years of age were identified by hospital staff as someone who may need help at home following discharge, irrespective of their financial circumstances, and were subject to social care assessment.
50. Of these:
  - 15% were self funders
  - 20% were discharged to a care home
  - 34% were supported with services at home

### **Community Health Services**

51. North Somerset has until recently had the lowest ratio in the South West of district nurses when compared to its over 65 population, the total population, and the over 75 population. The "shortfall" identified has been addressed by the appointment of 6 additional nurses, working mainly in the Weston and Worle area.
52. North Somerset and the East Riding of Yorkshire are ranked in the bottom 10, nationwide, for people receiving continuing health care. (further data is being collected to understand the impact that self funders may have reducing the demand for services and to ensure fair comparison for the benchmarking process.)
53. North Somerset has the highest spend in the South West on free nursing care in relation to its older population- nearly twice the regional average.

### **Care Home – Summary**

54. There are 2540 care home places for older people in North Somerset. This represents provision for 26.8% of the 75+ population.
55. 56% of the spaces are located in Weston, 20% in Clevedon, 19% in Nailsea and 4% in Worle. The concentration of Care Home provision in Weston super Mare accounts for the overall high level of provision in the area as a whole.
56. 11.8% of the over 75 population are receiving financial support from North Somerset to live in a care home. 81% of these are women, higher than the wider 75+ population profile
57. Despite high level of Care Home provision, 66 people are placed outside of North Somerset, this is reported to be due to an individuals wish to be near relatives who live outside N Somerset.
58. There is a small number of under 65 year olds (26 people) being placed in homes specialising in Older People. It is likely that these service users may have physical disabilities preventing them from living

- at home and indicates that there may be a shortage of a more specialist service.
59. Approximately 66% of residents are funding their own placement (or are funded by another authority). Although this will be overstated if the vacancy rates are under reported.
  60. Permanent placements in Homes providing personal care have decreased from 2006/7-2007-8, similarly, permanent placements in Nursing Homes has increased, although the overall number being supported in nursing care has reduced;
  61. In 2007-08, the Clevedon, Nailsea and Worle teams made almost as many placements to homes providing personal care as homes providing nursing care. It might be expected that placements in homes providing personal care might be less, given the increased access to community based support that to help people stay at home.
  62. The Weston Adult Care team made fewer comparative placements in residential care which may suggest alternative support services are available locally in the community.
  63. With the exception of the Clevedon Team and Woodspring Older Adults CMHT, placements in homes providing personal care have reduced.
  64. 13% of residents interviewed entered care following a bereavement; 28% would have preferred to have taken up alternative support options in preference to moving to care and 4 were identified as being currently suitable for extra care housing.
  65. 13% of people cited a GP as influencing their decision to move to care and that 50% did not consider other options prior to admission.
  66. Compared to other similar authorities North Somerset has the highest number of care home places for older people when compared to the over 75 population, although dementia services are comparatively low. This would suggest that the current trend of increasing places in dementia services is the correct action to take.
  67. Despite having the 2nd highest capacity in care homes, North Somerset is ranked 4th in the comparator group for the number of residents being supported. These numbers will be affected by the relative economic wealth of its resident population.

### **Community Based Services - Summary**

#### **Home Care**

68. On 14th March 2008, there were 1260 individual service users receiving a home care package funded or partially funded by North Somerset Council.
69. North Somerset is ranked in its comparator group as providing the 3rd highest amount of home care & 2nd highest for intensive home care proportional to its older population.
70. The average size of a home care package per service user is 7.19 hours per week.
71. 4.36% of people over the age of 75 living in North Somerset are receiving a home care service with financial support from the Council.
72. On 13th March 2008, there were 57 service users (583.5 hours) that were waiting for a provider to be found to support them. This number has since reduced, in mid May there were around 35 people waiting for

- a service to begin.
73. 61% of service users are 80 year old or above; 44% are between the ages of 80-89.
  74. 71% of those over 60 years of age receiving a home care service are women, it is estimated that 56% of the wider over 65 population are women. This suggests that men are under represented in this service.
  75. 94% of service users are recorded as White British, 3.2% have no ethnicity recorded, leaving 2.8% who are non white-British. In 2001, 0.7% of the population of North Somerset were from minority ethnic groups, however, it is recognised that this proportion has grown in the subsequent 7 years, although the growth is focussed in younger age groups which will impact Older People services over time.
  76. Pill has the highest proportion of home care delivered compared to its recorded 75 and over population.
  77. Nailsea, Wrington and Gordano show the lowest proportion of their 75 population receiving home care services.
  78. The Nailsea team are commissioning the greatest proportion of new home care packages.
  79. The Adult Care Team in Worle commissioning less new home care packages than the other adult care teams.

#### **Day Care**

80. North Somerset is ranked the lowest in its comparator group for provision of day care; further analysis is needed to ensure that all packages of day care are being appropriately recorded on SWIFT
81. According to the annual returns the number in receipt of day care are reducing, however figures show that North Somerset is reducing less than the best performing authority in the comparator group.
82. Traditional models of day care are seen as encouraging an institutional approach to care and as such are viewed less favourably than other community based services. Further investment in these models is not encouraged.
83. The vast majority of service users (around 80%) are over 75 years of age,

#### **Meals**

84. North Somerset is ranked 7th in its comparator group for provision of meals. This is based on an annual return as a % of the over 65 population.
85. When compared to North Somerset's over 75 population the ranking changes to 4th.
86. Provision is reducing but at a lower rate than England or South West averages.

#### **Retirement Housing / Supporting People**

87. North Somerset has a low provision of housing related support services for Older People; ranked 2nd lowest when compared to the older population. This excludes comparison between leasehold retirement housing.
88. There are 2498 household units of specifically identified housing for older people, of this 59% are social rented

89. When this is compared to the 65 plus population, this represents 68 units per thousand of people.
90. There are 120 household units of Extra Care Housing in management with a further 176 in development. This represents 13 units per 1,000 people over the age of 75
91. 13% of new service users to social retirement housing are over 85, 35% are over 75 years of age. New service users are generally younger than those receiving care services
92. 98% of new service users are White British, which is a similar ethnicity breakdown to those receiving care services.
93. 87% of new service users are from within North Somerset, 8% from other South West Authorities and 5% from other areas within the UK
94. 27% moved to sheltered housing for support, which means that 73% moved for other reasons.
95. A further 20% moved for more accessible accommodation
96. 27% of Supporting People service users over 65 (38 people) were owner occupiers
97. 4 new service users in Sheltered accommodation also received an additional supporting people service, suggesting that the sheltered support service was not adequate to support the needs of the new tenants.

### **Housing Needs**

98. 1609 over 50's households who apply to North Somerset for housing are seeking non-family accommodation; of which 712 require sheltered housing.
99. The 2001 District-wide Housing Needs Survey suggested a requirement for 2344 bed spaces of housing for older people to 2011; 1149 in the private sector, 1195 in the affordable housing sector. (DCA HNS 2001)
100. 15,800 households contain someone with a disability while 57% of wheelchair users do not live in adapted properties (DCA HNS 2001)
101. The average age of someone applying for sheltered housing in North Somerset is 74. (source North Somerset Sheltered Housing Demand Study 2007)
102. Current data reveals that 91.5% of applicants are listed as requiring one bedroom bed spaces with just 8% requiring two bedroom bed spaces and less than 0.5% requiring 3 Bedrooms.

### **Preventative Services - Summary**

#### **Carers**

103. North Somerset is undertaking more carer assessments and reviews than any other authority in the comparator group.
104. North Somerset is ranked 2nd after South Gloucestershire for the number of carers receiving services.
105. 47% of those carers who are assessed go on to receive services.
106. When compared to the over 75 population, North Somerset has more carers receiving services than any other authority in the comparator group, is higher than the average for England and close to the South West average.
107. There are an increasing number of claimants of carers allowance, year on year. North Somerset has the 4th highest number of claimants of carers allowance.
108. It is estimated that there are 15% of people 65-74, 11% of people 75-84 and 6% of those over 85 years of age are providing unpaid care for someone. In

total this amounts to approximately 4,600 people providing unpaid care for another person.

109. It has been reported in Chapter 1 that the age pyramid for North Somerset is set to change, resulting in potentially proportionally less people available to care for the aging population.
110. Companionship for carers is extremely important, both whilst caring and particularly after the cared for person has died.
111. Carers value the opportunity to talk about their needs (as opposed to focusing purely on what service is provided);

### **Falls**

112. Between 33 and 50 per cent of people over the age of 65 suffer a fall.
113. For every 100 of those people who fall, 20 will need medical help and just less than 10 will sustain a fracture.
114. About 120 people are referred to the falls service each month.
115. Of those referred to the Intermediate Care falls service:
116. 86% (13 people) were over 75 years of age.
117. 80% (12) are women and 20% Men
118. 10 are receiving Intermediate Care Assistant help and 5 Occupational Therapy
119. 53% are in the Weston Area and 33% in the Nailsea area.
120. For the year 2006-2007 there were 107 service users recorded on SWIFT as having started to receive an intermediate care falls service.

### **Aids & Adaptations**

121. In 2006/07 the Council provided 3,637 items of equipment and minor adaptations to help disabled people maintain independence.
122. North Somerset is apparently providing less equipment and adaptations as a proportion of it's over 65 population than many of its comparator authorities.
123. In 2006-07 there were 1,005 service users recorded as receiving equipment and adaptations in North Somerset.
124. On 4th June 2008, there were 657 service users recorded as current service users of Aids, Adaptations or Occupational Therapy (OT) advice and assistance
125. Of these:
126. 68% of service users are over 75 years of age
127. 68% are women. The POPPI gender estimates for 2008 show 60% of the over 75 population and 56% of the over 65 population are women.
128. Weston has the largest proportion of service users, however, it is the Worle area that has the greatest proportion of service users compared to its over 75 population.
129. There has been a growth in services being delivered by 7%, albeit to fewer service users. In 2005-06, there were 2,937 services provided & in 2006-07 there were 3,143 services.

### **Carelink**

130. On 20th June 2008, there were 2251 service users recorded on SWIFT using the Carelink service.
131. 85% of all service users were over 75 years of age (1924)
132. 75% of the service users over 65 years of age are women;
133. 84% are categorised as White British
134. Weston has the largest number of service users; the 3 wards with the highest

number of service users are Weston super Mare - Clarence and Uphill (169), West (161) and South (128). However, when compared to the over 75 population it is Nailsea that shows the largest proportion (12.73%). The wards with the highest number compared to the over 75 population are:

- Backwell 17.9%
- Nailsea East 17.6%
- Weston super Mare South 16.2%

135. 1.9% of service users are non White British

### **Telecare**

136. In 2005-06 the council had 1,815 users with telecare who are funded by the Authority alone.

### **POPP**

137. The Community Development Workers at Age Concern have recorded contact with a total of 459 older people across all four localities; 295 of which have been identified as having community support needs.

138. Of those with community support needs 94% were over 65 years of age and 47% were over 80 years.

139. 76% of those in need of community support who approached the POPP workers were women and 24% men. This gender split is consistent with other service areas.

140. The largest single need of people contacting POPP workers is that of social isolation.

141. Those contacting POPP identified a need for befriending services, practical help around the house and with the garden and for greater access to transport.

142. CDWs have received high numbers of complex referrals from Social Services Teams. There is a danger that hard-pressed staff may be using the CDWs inappropriately to provide additional assessment and casework capacity.

143. The CDWs have made high numbers of onward referrals / sign posting, including 22 older people identified following falls or at risk of falls.

144. The CDW at Somerset Race Equality Council (SREC) had 45 referrals and was involved in ongoing work with 24 BME older people.

### **Voluntary Organisations**

145. North Somerset contracts with several voluntary organisations to help achieve their overall objectives.

146. 2,500 service users benefitted from the services provided during 2007.

### **Community Cafés**

147. There are community cafés being operated across the district. By August 2008, 800 people had visited a community café from which 1,416 enquiries were made and 40 volunteers identified.

148. Feedback received shows that the single most effective communication method is a mail drop to individual households, supported by posters and advertisements in the local press. Word of mouth was also shown to be a powerful means of communication.

149. Attendees reported difficulty in knowing who to contact or where to go for information.

## **Direct Payments**

150. The take up of direct payments in North Somerset has been slow which has meant that North Somerset appears to be behind other authorities in this initiative.
151. However the data shows a continued improvement in take up with a 200% increase between 2006-7 and 2007-08.

## **Service User Voice - Summary**

### **Housing Aspirations**

152. Individuals, on the whole want to stay where they were currently living for as long as possible.
153. A persons health is likely to be the deciding factor if they were to move in the future.
154. Most felt their current homes could be successfully adapted if necessary, but very few had made any significant changes to their homes in preparation for later life.
155. Bungalows were felt to be the best option for older people because of their perceived accessibility.
156. Two bedrooms were seen as a minimum requirement for most people, as well as having reasonable space standards for the whole dwelling.
157. Good access to local services and transport links was also essential.
158. Support services that would generally make their lives easier, such as help with small household repairs would be beneficial.
159. Sheltered housing was seen to be a more attractive option than a care home.
160. Very few people had heard of extra care housing, although some had heard of retirement communities and villages.
161. People generally had very low opinions of care homes.

### **Carers**

162. Many Carers would like to see an increase in the provision of emotional support for them to access.
163. Carers would like increased and flexible respite provision, so that they can have a break from the physical and emotional impacts of caring.
164. Improved access to information about support for carers is needed. Some carers called for a carers' pack and for a centralised website which has information on the range of issues which affect them.
165. Carers would like to receive timely help and support to be made available to them.
166. Carers would consistency of care, with as few key care workers as possible.
167. The streamlining of benefits forms, and better information sharing about the person being cared for with and between health and social care professionals was seen as important to carers.
168. Help with the additional costs faced by carers was also seen as important to financial wellbeing.
169. Flexible working arrangements for carers would help in securing and maintaining employment.
170. Carers also stated that they want to be valued and respected by society for the job that they do.

## **Older Peoples' Strategy Consultation 2007**

### **Carers Comment**

- 171. Improved Access to Financial Help
- 172. Improve staff attitudes to Older People
- 173. Provide more Services (Drop in centres, Meals, Care link)
- 174. Not all people want statutory (LA) involvement

### **General Comments**

- 175. The request for increased support received the greatest amount of overall comment, most commenting on the need for help with accessing services or completing forms. Others mentioned the need for more support for those leaving hospital and isolated people in the community.
- 176. Transport - Affordability and frequency/coverage were the main points made. Comments were also made in relation to improving mobility standards and introducing routes direct to leisure facilities.
- 177. Volunteering – Information for organisations and introduce ways to encourage more opportunities for volunteering along with a request to value the contribution made by volunteers.
- 178. Access – comments related to a wider geographic spread of services, out of hours services, improving speed to access to services when needed and provision for those that do not leave their home.
- 179. Other key subject areas were as follows:
  - Better information about what is available
  - Concern about attitudes of staff to older people
  - Issues around financial assistance and affordability
  - Significant support for developing or expanding good neighbour schemes

### **Older People Housing Strategy**

- 180. Documents should be written in plain English and as short as possible
- 181. Help with gardening and odd jobs would help promote independence
- 182. There is a need for flexible accommodation, and for 2 bedroom accommodation