

## Welcome

East Lothian Health and Social Care Partnership is working with East Lothian residents to plan older people's services.

**This community update provides a summary of the Communications and Engagement Feedback Report (Aug-Dec 2023) and outlines the next stages of the project.**

View the full report online here:

[Communications and Engagement Feedback Report \(Aug-Dec 2023\)](#)

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## Project overview: planning older people's services.

East Lothian's population is changing, and people are living longer. We know many older people want to stay at home for as long as possible. We need to develop high quality, sustainable services that will make this possible. But we don't want to do this alone. We want the people of East Lothian to be part of this.

As part of our Planning Older People's Services project, ELHSCP wants to identify, design and develop services together WITH YOU, that will benefit each of East Lothian communities for generations to come.

## Engagement activities August to December 2023

We began our first round of engagement activity in August and concluded in December 2023, connecting with communities, staff, and the third sector to get as many views and ideas as possible.

This stage focused on gathering interested people and their feedback. This involved extensive face to face and online sessions with key stakeholders, the creation of webpages outlining the engagement project, an online survey, development of a 'DIY engagement pack', social media campaign, radio and newspaper features, poster distribution, and the formation of an Independent Community Panel.



In total ELHSCP hosted 44 events, 36 of which were in person. The events involved direct engagement with 702. The online survey provided 141 individual responses, and the team received 11 printed questionnaires.

Together, the engagement activities accumulated 2,500 individual pieces of feedback and/or suggestions on how we can improve older people's services in East Lothian.



## Key themes

The 2,500 pieces of feedback were categorised into 49 separate themes, which were further condensed into 19 recurring themes.

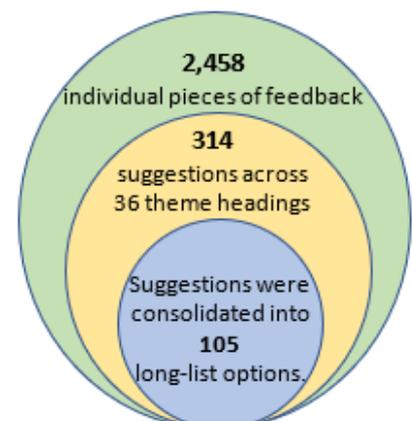


The details on each of these themes are outlined in the full Communications and Engagement Report which is available to [download and review here](#).

## What's next?

All ideas, suggestions, comments, and responses, including the opinions shared in the open discussions have been recorded and have been pulled together to create the "Long List" of ideas and suggestions.

After analysing the 2,458 individual pieces of feedback received, a total of **314** suggestions for Planning Older People's Services in East Lothian, were obtained across 36 themes.



These 314 suggestions were then consolidated into **105 long-list options** which will progress to the next stage in the project's development.

### Assessing ideas

This stage involves assessing every 'long-list' suggestion against pre-set 'hurdle criteria'.

This is an assessment checklist containing four conditions that need to be overcome / met in order to progress to the next stage, (modelling of short-listed options).

### Hurdle Criteria

1. *Will the option lead to increased wellbeing and improved outcomes for service users in East Lothian?*
2. *Will the option enhance service and clinical sustainability and is it able to evolve and adapt to meet future need? (e.g. does it meet the health and wellbeing needs of the present population, without compromising those of future generations?)*
3. *Will the option provide fit for purpose infrastructure that supports East Lothian's current and future older population?*
4. *Will the option achieve long term financial viability?*

The task of assessing the long-list of suggestions against the Hurdle Criteria falls to the overarching Project Team and the Independent Community Panel. This task will be undertaken in February 2024, following which the outcome and short list will be shared with stakeholders via community updates and events.

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## Engagement / project timeline

Just a quick reminder that if you have any questions or you would like provide feedback on the engagement process please email us at [engagement-hscp@eastlothian.gov.uk](mailto:engagement-hscp@eastlothian.gov.uk)

### Timeline



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Thank you for taking the time to read this newsletter. You have been sent a copy of this email as you are registered as an interested party on ELHSCP's community database. You can [unsubscribe](#) at any time.