



14 November 2023

## Welcome

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

**This community update gives you information on how the engagement has been going and details the emerging themes.**

Our 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.

We want to identify, design and develop services together **WITH YOU**, that will benefit each of East Lothian communities for generations to come.

A key part of this is engaging with communities, staff and third sector bodies to make sure that we get as many views and ideas as possible. We began our engagement process in August this year and this phase will run on until the end of this year.

## Working with the community

Community Councils, Area Partnerships and Health & Wellbeing Groups

We are now well into our programme of visits to local groups, and we are very grateful for all the support that we have received for this. East Lothian Health and Social Care Partnership (ELHSCP) Director Fiona Wilson and General Manager for Planning and Performance Laura Kerr have been visiting groups across the county. This has been very fruitful, both for getting feedback and securing commitment to future engagement. The visits have certainly got people thinking and talking.

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## Online survey

As well as physical visits and meetings, we launched an online questionnaire that individuals can complete. This survey will be live until 30 November 2023. Access the [online survey here](#).

This is a great opportunity to have a look at the issues surrounding services for older people and share your views and ideas. Quite a few people have already completed the questionnaire – thank you very much. You can find out more about what people have been saying later in this newsletter.



### Request paper copies of the survey.

If you would like to do the questionnaire but prefer a paper version, please email [engagement-hscp@eastlothian.gov.uk](mailto:engagement-hscp@eastlothian.gov.uk) or phone 01620 827 755 and we will arrange for one to be sent out to you, together with a prepaid return envelope.

### Get in touch by email.

If you don't fancy the questionnaire, but you have something you would like to share, you can also email us direct at [engagement-hscp@eastlothian.gov.uk](mailto:engagement-hscp@eastlothian.gov.uk)

## DIY Engagement Pack

We have developed a Do-It-Yourself engagement pack that you can use with your group or community. It includes an explainer video, questions, facilitator's notes and a recording sheet.

We have used this approach in the past for the IJB Strategic Plan. People seemed to like it because the DIY pack allows local groups to engage at a time, place and date that suits them.

[You can access and download the DIY Engagement Pack here](#)

### Tailored events

However, we can also come and host an event with you if you would prefer it. We would be happy to support you with this. Just email us at [engagement-hscp@eastlothian.gov.uk](mailto:engagement-hscp@eastlothian.gov.uk)



## Coming Soon: Community Engagement Event

We are now planning an event for communities that will take place in Spring 2024, where we will invite you to come along and look at the ideas. You can tell us what you think and contribute more thoughts and ideas. We will be writing out to you in due course and do hope you will be able to attend.



## Emerging themes

We have received lots of fantastic feedback so far. There were lots of individual views and ideas and all these are being recorded. You will be able to see more of these when we get to the community event and the long listing process.

Here are a few of the emerging headline themes.

- **Intermediate care/Care at home**

- Responses so far have been supportive of intermediate care as a way of helping people live independently at home for longer. People see it as a way of preventing unscheduled admissions and helping people to get home from hospital quicker.
- Quite a few people shared positive experiences of intermediate care, including Hospital to Home, Hospital at Home and care at home. Some people thought that there could be more roles for community groups in helping people to live at home longer, for example, schemes that would help tackle social isolation.
- The main concerns about intermediate care were around how we could recruit and retain staff to increase the use of intermediate care, particularly for care at home.



Intermediate Care

- **Palliative and end-of-life care**

- Most people were very supportive of increasing support in the community to help older people die at home or in a homely setting instead of in hospital.
- The worry for some was around what this would look like for people who lived alone and didn't have networks around them to support their dying at home.
- Some people were interested in developing end-of-life places at care homes, supported by specialist staff.
- Some thought that the satellite hospitals could offer provision for people to die in a homely setting.
- A number of people thought there was a role that communities could play in supporting the person at home and also their families, and we had a suggestion that there should be a death doula service.
- Again, people were concerned about how we would staff services to support dying at home.



Palliative Care

- **Care Homes**

- People questioned whether there would be enough care home places in years to come and a number asked for an ELHSCP care home for the west end of the county.
- It is clear that many people worry about their ability to pay for private care home places in the years to come.



Care Homes

- **East Lothian Community Hospital, the Edington and Belhaven**

- There has been a number of responses from people in the North Berwick area about the current repurposing of the Edington as a base for physio, pain management, vaccinations etc, including asking for it to be opened as a hospital again. However, respondents elsewhere in the county couldn't see how this provision would benefit them.
- People appreciated East Lothian Community Hospital and the services it provides, but transport to the hospital for people without a car was an issue, particularly for people in rural areas, Dunbar and North Berwick.



Hospital beds

- Several people raised the issues with getting to hospital appointments in Edinburgh and Livingston.
- As well as more services closer to home, respondents have also asked for closer collaboration with East Lothian Council transport colleagues to address public transport issues.
- **Minor Injuries Units**
  - There has been quite a lot of discussion about minor injuries services, with many people seeing them as a good way of supporting older people.
  - Others questioned why we were including this in the older people's engagement work as Minor Injuries services are open to everyone aged 12 months and upwards.
  - Some people thought there could be better communication about the 10 GP Practices in East Lothian that offer a Minor Injuries service.
  - As to location, quite a few favoured East Lothian Community Hospital as a venue that was more central for the whole of East Lothian.
  - Others wondered if the services offered by an East Lothian Minor Injuries Unit could be offered in a way that was more cost effective and spread access more evenly across East Lothian.



Minor Injuries Unit

### Additional Feedback

- **Communities**

A lot of people felt that there was a much greater role that communities could play in helping older people and their carers. These included buddying systems, including phone buddying; neighbourhood networks and other support that would help tackle social isolation; more day centres and older people-focused activities, and support for carers from community groups.
- **Activities**

People talked about a range of activities that older people might like to see – day centres featured here again, but quite a few people made the point that just because you are older doesn't mean you want to do 'older people's' activities. People asked that all community activities be welcoming for older people. And they mentioned a range of activities that they would like to see including dance classes, poetry and story-telling and tea dances. Some wanted activities during the day but others wanted activities in the evening or at the weekend, when they felt most lonely. Several people mentioned the importance of outdoor activities for older people, and activities that encouraged exercise and promoted well-being.
- **Transport**

A lot of people raised issues with public transport, particularly for those in the east of the county, in rural areas and new housing estates on the edges of town. Good public transport was seen as being essential both in terms of people being able to access health appointments and community activities that would in turn promote better health and wellbeing. And even in places where public transport was good, people asked that the needs of older people were taken into account when decisions about bus stops and

routes were being made. Moving a bus stop a few hundred yards could effectively put it out of reach.

- Housing

A number of people asked that the planned new private housing took account of the needs of older people, for example, by building smaller accommodation on one level. Many worried about the impact of the number of people coming to live in East Lothian in the new housing and the perceived strain it put on existing services and infrastructure.

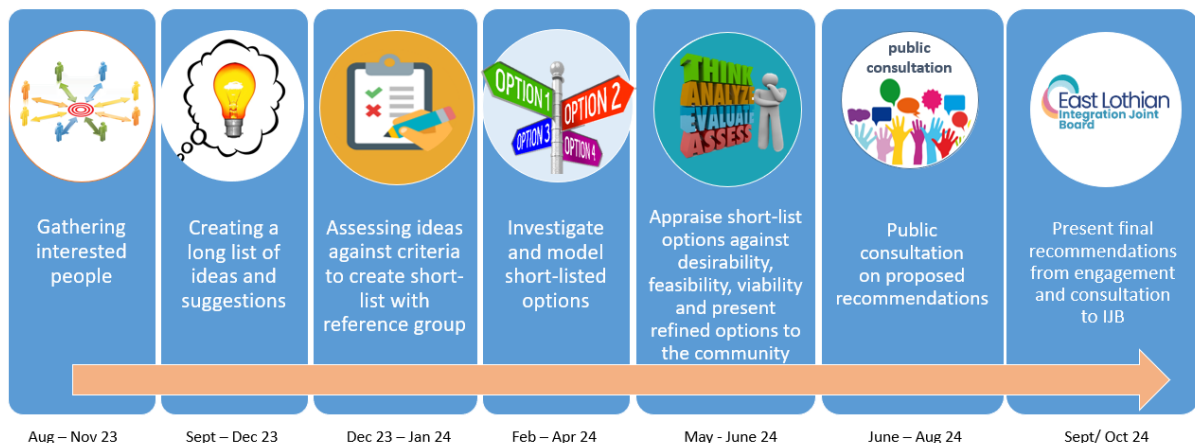
- Information about services

A lot of people, including health and social care staff, said that there was a lot going on in East Lothian but that it was often difficult to find out about it. This was a particular issue for carers and families with older relatives. For people receiving treatment for a health condition, some felt that a single point of contact for the person or their relatives or carers would help.

## And finally...engagement timescales

Just a quick reminder that if you have any questions or you would like to contribute ideas or comments, please email us at [engagement-hscp@eastlothian.gov.uk](mailto:engagement-hscp@eastlothian.gov.uk)

### Timeline



Timeline may be subject to change.



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