

REPORT TO: Cabinet

MEETING DATE: 9 March 2010

BY: Executive Director of Community Services

SUBJECT: Draft Older People's Strategy - Feedback from Consultation

1 PURPOSE

- 1.1 To inform Cabinet of the outcome of the recent consultation process carried out in relation to the draft Older Peoples Strategy, and to set out arrangements for completion of the final strategy.

2 RECOMMENDATIONS

- 2.1 Cabinet is asked to note the outcome of the consultation process and the arrangements for completion of the final strategy.

3 BACKGROUND

- 3.1 East Lothian Council and NHS Lothian are working in partnership, with voluntary organisations, carers and older people, to plan for older people's health and social care services in East Lothian. The Older People's Strategy is the long-term vision for the health and social care of older people.
- 3.2 The Older People's Strategy will shape the development of health and social care services in East Lothian over the next 12 years, transforming the way many services are provided. It will support more older people to live independently at home, supported by an integrated network of high quality, person centred services. It is therefore, a highly significant document for the Council and its partners.
- 3.3 Consultation on the draft strategy began in early April 2009 and ran for six months to the end of September. The consultation was widely advertised in local newspapers, the Council's Living magazine, NHS Lothian's Connections and Health Link publications, as well as posters in local shops, and public buildings. We used a number of consultation methods, including:

- Public meetings held at different times of day
- Public drop-in sessions, enabling people to attend at a time convenient to them
- Presentations to specific groups, such as carers, people who use older people's services, community councils and staff who provide older people's services.

3.4 Specific consultations were also carried out with:

- Older people's day centres
- Older people in hospital
- Older people who are housebound

3.5 700 people attended 31 meetings held across East Lothian as part of the consultation. We also made extensive use of online communications and more than 270 letters and emails commenting on the draft strategy were received.

3.6 It is vitally important that the future shape of services is able to meet the needs of older people and provide a close fit with public aspirations across the county. The contributions we received are an essential element of our planning process.

3.7 **Feedback From Consultation**

3.7.1 We held an event at Knox Academy on 10 February for people who had contributed to the consultation process. Invitations were sent to 347 people and organisations. 91 members of the public attended the event, which included a presentation from the Director of the Scottish Government's Joint Improvement Team setting out the financial and demographic context behind the national policy to reshape older peoples services.

3.7.2 The feedback event provided us with the opportunity to outline planned action, as well as that underway to address the twelve common themes raised during consultation that were set out in a report issued prior to the event "Feedback from Consultation Process" (See Appendix 1). The event also provided the opportunity to discuss feedback on the eight Key Themes contained in the draft strategy.

3.8 Common Themes

3.8.1 People who took part in the consultation process were keen to find out how they could get involved in implementing the strategy. They wanted to know how service development priorities would be identified, funded and delivered and how the partners would gear up to make the changes needed to deliver the strategy including arrangements for staff training and development.

3.8.2 They wanted reassurance that services provided would be of good quality and to understand how they would be monitored and inspected. Good quality public information delivered in a variety of formats and settings will be key to building public confidence, and people want to see a range of accessible community based services that will support healthy ageing. The role of volunteers in delivering the strategy was emphasised, as was the need to ensure support is available to older people with additional needs or disabilities. There was a strong sense that the success of the strategy will rely upon the availability of good transport services.

3.9 Key Themes

- **Hospital Services in East Lothian**

The role of Belhaven and Edington Hospitals in delivering the Older People's Strategy generated the greatest number of responses to the consultation.

- **Response and Rehabilitation**

Stakeholders think there is a need for a much better response service, able to meet people's planned and unplanned care, and this element of the strategy is welcomed.

- **Dementia and Mental Health**

Detailed proposals for the care of those with dementia and their carers were called for. Staff and carers called for an early focus on ways to keep the mind active longer and for many more skilled and trained staff in the community, in care homes and in hospitals to help carers manage and make patients' lives as happy as they can be.

- **Support for Carers**

Since the early stages of the development of the strategy, we have been clear about the importance of information, carers' assessments, and training for carers and respite.

- **Respite Care**

Short breaks are a central part of support to carers and are a preventative service too. People indicated the need for more, regular carer support.

- **Care Homes**

People are generally supportive of proposals to redesign care homes as 'homes for life'. There is support for the notion of a home for life with social care and health needs being met on the same site.

- **Housing and Housing Support**

The promotion of independence is a key objective of the Older People's Strategy and stakeholders welcomed the commitment to more very sheltered tenancies, increased Telecare support and continuing provision of Aids and Adaptations.

- **Community Resources: Day Hospitals And Day Centres**

Stakeholders want reassurance that the strategy will support the significant number of people who require low-level services.

3.10 **Next Steps**

3.10.1 The consultation process has been extremely constructive. Feedback will play a central part in the final strategy, and work is underway to reflect the outcome of the consultation process in a revised Older People's Strategy to be submitted to the Council and NHS Lothian for approval in April this year.

3.10.2 The final strategy will focus on the action planned and underway to address the common themes and key themes highlighted. Action will be outlined in a time-based implementation plan.

3.10.3 A revised joint financial framework will be included. This will set out where and when we expect to see cost releases and how these are to be invested.

3.10.4 We are developing a series of tools and systems to support the roll out of the strategy and opportunities for people to stay involved in the implementation process. We have work underway on a Communications and Engagement Management Plan that will support this.

4 POLICY IMPLICATIONS

- 4.1 The outcome from the consultation process will support completion of the Older Peoples Strategy.

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 An Equalities Impact Assessment is to be carried out as part of the process to complete the final strategy.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – An outline financial framework is being developed to support implementation of the Older Peoples Strategy. This will be refined as work progresses on the Strategy.
- 6.2 Personnel - HR and Organisational Development staff are linked into implementation processes.
- 6.3 Other – None.

7 BACKGROUND PAPERS

- 7.1 Members Library report of 19 January 2009 - “A Joint Strategy for Older People in East Lothian”
- 7.2 Report to Council of 27 January 2009 - “Draft Joint Strategy for Older People in East Lothian”.

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Living Better in Later Life

**East Lothian's Draft Older People's
Strategy 2009-2020**

Feedback from Consultation Process

February 2010

Foreword

We are very grateful to everyone who took the time to engage with our recent consultation events, submit written comments or joined the online debate about the future of older people's services in East Lothian.

It is vitally important that the future shape of services are able to meet the needs of older people in the future and provides a close fit to public aspirations across the county. Your contributions are an essential element of our planning process and will make a real difference to the final strategy. This paper describes how this will happen.

We gave a commitment to listen to the views of stakeholders. We see this as the beginning of an ongoing process of engagement and dialogue as we finalise and then implement the Older People's Strategy.

This paper sets out, in broad terms, what you told us you wanted and how we will use this information to inform the content of the final strategy. We look forward to working with you as we move through to delivery of the strategy.

Gordon Miller
Acting Head of Adult Social
Care
East Lothian Council

Gerry Power
General Manager
East Lothian
Community Health Partnership

Introduction

East Lothian Council and NHS Lothian are working in partnership, with groups, such as voluntary organisation, carer and older people, to plan for older people in East Lothian. The Older People's Strategy is the long-term vision for the health and social care of older people and sets out some of the things that will need to be put in place for this to happen.

This report sets out the common themes that were raised throughout the engagement and consultation process, and describes how these themes will be taken forward. Your views play a central part in the future shape of services across East Lothian and this paper sets out how your comments will influence the final strategy.

The second part of the report highlights the points raised by stakeholders on the key themes in the draft joint strategy for older people. These relate to:

- Response & Rehabilitation
- Dementia and Mental Health
- Support for Carers
- Respite Care
- A Home from Home
- Housing and Housing Support
- Supporting independence and healthy living.

Consultation

The consultation began in early April 2009 and ran for six months to the end of September. The consultation was advertised in local newspapers, East Lothian Council's Living magazine as well as posters in local shops, and public buildings. We used a number of consultation methods, including:

- Public meetings held at different times of day
- Public drop-in sessions, enabling the public to attend at a time convenient to them

- Presentations to specific groups, such as carers, people who use services, community councillors and staff who provide older people's services.

Specific consultations were also carried out with:

- Older people's day centres
- Older hospital patients
- Housebound elderly

We also made extensive use of online communications and were extremely pleased with the levels of interest. In addition more than 700 people attended 31 meetings and 271 letters and emails commenting on the draft strategy were received.

It is vitally important that the future shape of services is able to meet the needs of older people in the future and provides a close fit to public aspirations across the county. The contributions we received are an essential element of our planning process.

We look forward to an ongoing process of engagement and dialogue as we finalise and implement this strategy.

Throughout we refer to 'stakeholders' and by this we mean the people who took part in the consultation process.

Common Themes

A number of common themes arose throughout the consultation process highlighted in the boxes.

Stakeholder Engagement

Stakeholders are keen to establish how older people, staff who provide services and people in the wider community will be involved in the strategy going forward, and to understand the role staff will play in its implementation.

- The Planning Group is very keen to support the continuing involvement of all stakeholders in implementing the strategy
- A Transformation Team has been appointed to lead on the delivery of the major components of the strategy. Progress can be monitored through the Older People's Forum, which is an established forum in East Lothian where older people discuss community and service developments.

Service Development Priorities

People want to know what factors will influence decisions about priorities for implementation within the strategy

We are planning to reinvest almost £11m from existing service commitments to expand and improve community care services within the key themes discussed throughout the engagement and consultation process. We are establishing the service areas which will be prioritised based on the likelihood of success and improvement of access to services.

- Implementation of the strategy will be divided into 3 – 4 year stages. This will reflect timescales attached to new build projects, like the Gullane project highlighted below. Some early priorities are:
 - Continuing development of the network of day centres

- Final design, planning and tendering for the Gullane GP surgery/day centre
- Further development of respite facilities and a detailed respite strategy
- Development and agreement of a new model of response and rehabilitation and investment of £400,000 in new community-based response services

SMART Action Plans / Annual Reviews

People asked whether there will be a programme of service change, with Specific, Measurable, Achievable, Realistic and Timely (SMART) actions, timescales, and responsibilities set out, and how will confidence in change be built

The final strategy will include an action plan, which will be developed over the next few months.

Funding - How will the strategy be funded?

People want to know more about funding available to deliver the strategy.

- The strategy envisages the release and reinvestment of almost £11 million from existing services currently being delivered by social care and health services. These services will be developed to reflect the priorities within the strategy against the key themes described in the draft strategy.

Organisational Development

People are interested to know how different health and social care professionals will work together effectively as a team.

We need to ensure that public agencies' information sharing protocols and systems are well placed to support delivery of new ways of working.

- To ensure the strategy progresses to the agreed action plan, and the priorities are taken forward, a Joint Programme Board made up of Members of East Lothian Council, non-Executive

Directors from NHS Lothian, Chief Officers from the Council, NHS Lothian and the Scottish Government has been established to provide high level oversight for the strategy. Two representatives from the Older People's Planning Group will also sit on the Board

- For the first time, a joint transformation fund has been established to drive towards the change in services
- The Joint Programme Board will set the direction for joint working between the partners and drive the organisational and cultural change needed to deliver the strategy successfully
- We recognise that staff will require support to play their part in the change process. Discussions are underway with the Council's Organisational Development Managers to agree how staff will be supported in the delivery of the new models of care being developed, and this approach will be extended to Organisational Development teams in the NHS
- Work is underway to ensure our databases and information sharing protocols and procedures are appropriate and effective. We recognise that data systems need to be extended to include the full range of voluntary and private sector providers.

Staff Training and Development

People are keen to understand what staff training and development opportunities will be made available to support implementation.

- Working with staff, we will develop a Staff Training and Development Plan designed to support the delivery of the first three-year phase of the implementation plan

Service Quality and Standards

People want to ensure that high standards of care are maintained and are seeking reassurance that staff are adequately trained and inspection of standards of care is sufficiently robust.

- Standards of care are set and inspected by the Care Commission and NHS Quality Improvement Scotland, and this will continue to be the case
- Council and NHS care staff will continue to receive specific training to support them to deliver their roles. Staff training requirements for external providers are set out in contracts.

Public Information

People want to be kept informed by good quality public communication which is easily accessible. They say that it is difficult to navigate through existing information and suggest a variety of formats will be required to provide clear information on what is available.

- We are committed to a coherent approach to public information. We will demonstrate that better services are being put in place by providing information about options and choices, service plans and changes.

Healthy Ageing

A number of people commented on the need to develop a range of low level/less intense and general community services which make a contribution to overall wellbeing and support healthy ageing.

- We will invest in a range of community information and advice services designed to maximise income amongst service users and support them in the community,
- We will work with the Council's Community Learning and Development Services to ensure leisure and recreation services are accessible to older people
- Specific, qualitative research carried out with a small group of service users identified the need to support and encourage older people to plan for the change that ageing brings and for taking up new support services. In an area with an increasing population, this will become a major component of our strategy.

Volunteering

People stressed the positive contribution to community support that is made by volunteers.

- We acknowledge and will continue to value the key role that volunteers play in providing a range of services that support healthy ageing through, for example, our work with day centre management committees
- We need to work with agencies that support volunteers. . We are currently developing proposals to support older volunteers and volunteers in day centres via local voluntary sector networks.

Older People with Additional Needs

Local research identified the need to provide additional support to older people with a mental health issues or learning disabilities, to enable them to use generic facilities such as day centres or leisure facilities.

- We recognise that this will involve other community care planning groups. We will work with other joint planning groups to ensure that people with learning disabilities, physical disabilities and mental health issues have access to appropriate age-related services
- The Lothian Joint Adult Mental Health Strategy is currently being reviewed. The revised strategy will seek to address age discrimination and will work towards removing age barriers whilst maintaining very specialist services for older people.

Transport

People highlighted the need to include transport as an important theme in the final strategy, suggesting the need for a much wider transport review covering all forms of the transport infrastructure.

- Transport issues need to be addressed in the wider community planning arena to have a lasting impact and must involve all of the key agencies. We will raise this with the Community Planning Partnership.

Key Themes

Hospital Services in East Lothian

Proposals about the role of Belhaven and Edington Hospitals in delivering the Older People's Strategy have generated the greatest number of responses to the consultation.

The draft strategy seeks to provide services that are fit to meet the challenges of the future, taking into account the views of older people on what will improve the quality of their lives. This includes the wish of many older people to live at home for as long as possible, with help if they need it (and when they need it). The focus is on providing more care in people's homes or closer to people's homes. NHS Lothian also remains committed to providing high quality hospital care that is available when needed and which meets the needs of older people now and in the future.

Belhaven Hospital

The draft strategy anticipates a redesign of services and wards at Belhaven, freeing up more than £400,000 to be invested into community-based response and rehabilitation services.

Following a detailed review, involving many stakeholders, the review group proposes merging Wards 2 and 3, ensuring that high quality care is provided in an improved environment and that the number of beds at the hospital meets current and future demand.

The environment on the new merged ward will improve by having single room accommodation with en-suite facilities. Under the proposal, the Minor Injuries Unit and GP Inpatient Unit would both stay at Belhaven and the new ward would include six GP beds, enough to meet current and projected future demand.

When looking at how many GP beds are needed in the new merged ward, the review group considered the fact that some patients currently cared for in Ward 2 are delayed discharge patients – patients whose discharge from hospital has been delayed inappropriately and who would be better supported in their own homes or in the community.

Under the proposal, six beds currently used as nursing home beds in Ward 3 would be used by the GP Unit. A commitment has been given that the proposals will not affect residents currently in these nursing home beds. East Lothian Council would keep the funding for the six nursing home beds and would buy these elsewhere as they became free.

East Lothian Community Health Partnership (CHP) invited a wide range of stakeholders to participate in the review. Review group members included representatives from Dunbar Community Council and Hospital Friends, NHS Lothian Staff partnership Forum, the CHP Public Partnership Forum, East Lothian Council, Dunbar Carers, local GPs and healthcare unions and staff.

Note: The option to merge Wards 2 and 3 needs to be approved by NHS Lothian and East Lothian CHP before it is implemented and no decision has been made yet.

As a direct result of this consultation the CHP has committed to working with the East Lothian Public Partnership Forum (PPF) to explore how we might better engage with local communities on this issue.

Edington Hospital

Proposals about the future role of Edington Hospital in delivering the Older People's Strategy prompted the highest number of consultation responses (271 letters and e-mails), all expressing concerns at any possible closure. Feedback also included concern at the potential loss of minor injuries services, the risk to

palliative care services, the future of the Abbey Care Home, respite and carers' support, and transport.

Positive comments were also received about plans in relation to the Edington, recognising the need to improve the quality of services available. Other stakeholders' comments were:

- The strategy implies centralising services from the five small hospitals into the new hospital
- North Berwick residents want a local community hospital
- The proposed redesign moves services towards the west of the county; a commitment to keep the hospital open might convince otherwise
- Carers liked to visit regularly and the patients benefited from seeing familiar, loving faces and receiving the extra attention.

Some stakeholders also asked:

- Where could the local Minor Injuries Unit be provided, if not at Edington?
- Could the facilities be used to provide other inpatient facilities, e.g. respite or Palliative/End of Life care, and incorporate Minor Injuries still?
- Does the strategy rely on the re-investment of £459,000 into newer services?

Stakeholders said the Edington “helps in ways which means its value cannot be counted simply in figures and statistics” and that the hospital was “part of the Social Capital of the area.”

We recognise that a further period of consideration and engagement with stakeholders is required before reaching a decision about the future role of the Edington in relation to the Older People's Strategy. The East Lothian CHP will carry out a review that will include a further process of engagement with local stakeholders to consider in more detail the issues raised through the consultation process before any final proposals are made.

Response and Rehabilitation

Stakeholders think that a much better response service is needed and this element of the strategy is welcomed. It is viewed as a way of bringing response services together in a more co-ordinated way. Stakeholders would like to know more about the service, and will require good information about the help that is available and how to access it once the service has been redesigned.

Some stakeholders also said:

- The service needs to be able to support the day hospitals with the timeous discharge of patients with the support of community services and rehabilitation
- Co-ordination of care for older people with complex needs is key
- Mental health services for people aged under 65 and over 65 need to fit together
- The strategy needs to clarify what the service will look like, and describe each of the elements and how these will work
- That the community nursing service needs to provide a greater focus on rehabilitation and self-management and through identifying people at risk, promoting self care
- There is currently a lack of crisis care and palliative care at home
- The social work assessment and re-assessment process needs to improve

Many of the aspects raised by stakeholders are currently being addressed through the reorganisation of Community Care services within Adult Social Care at East Lothian Council that is underway. A Project Manager from the Transformation Team will lead the development of the response and rehabilitation services over the coming year. This project will be largely informed by the specific comments raised by stakeholders during the consultation process. Arrangements will be made throughout the project to maintain contact with stakeholders and involve them in the process.

Dementia And Mental Health

Dementia

Detailed proposals for the care of those with dementia and their carers were called for. More detailed proposals are needed on how people with dementia and their carers will be helped. Services should be provided in an age-appropriate way. There is much support amongst stakeholders for earlier diagnosis of dementia that might include a multi-disciplinary assessment. There will remain an ongoing need for an NHS facility to offer assessment and ongoing treatment for those with advanced dementia and significant challenging behaviour necessitating specialist multi disciplinary care and regular medical review.

Some stakeholders asked:

- How are we going to cater for people with severe dementia and who require 24-hour support?
- Overnight care for people with dementia is desperately needed.

We are developing costed plans to deliver a range of options from community-based to high dependency nursing care. Our plans for overnight care need to be discussed and developed further. These might include a carer sitting service, Telecare, and agency input for overnight visits.

Mental Health

Specific local research carried out as part of the consultation process showed that staff and carers called for an early focus on ways to keep the mind active longer and for many more skilled and trained staff in the community, in care homes and in hospitals to help carers manage and make patients' lives as happy as they can be.

There will be clear and reliable referral pathways with joint working between NHS, the Council and other service providers such as we see in the Mental Health Liaison Nurse for Care Homes. We will work hard to improve liaison across all services. We are developing Integrated Care Pathways for people with mental health conditions and this will guide good practice for Primary Care, Psychology and other community-based services.

Support for Carers

The consultation process, supported by Carers of East Lothian, helped to gather carers' views of what support would be useful. Since the early stages of the development of the strategy, we have been clear about the importance of information, carers' assessments, and training for carers and respite.

Carers need information of what is available, when they need it, and need someone to guide them through what's available. We will develop information on services and make this widely available and easily accessible in 'every-day' places as well as in specific locations such as the 'database' / library model. Information and advice designed to raise awareness about personal needs is required. This might include information on conditions such as dementia, displays of services, aids and adaptations available and Telecare, and use of TV/DVDs and radio.

Each carer will be offered an assessment of their needs and this will take account of all of their responsibilities. We recognise that carers' assessments are a simple way of supporting carers and should be part of routine practice. Carers, while partners in care provision, can also have their own needs and some carers are still not being asked routinely about how they are feeling. We will therefore embed Carers Assessments in practice.

We acknowledge the need to be more pro-active in offering support and training on the caring role. Families and carers should be able to access education about how to carry out caring tasks e.g. about conditions such as dementia and skills such as lifting and handling and re-ablement. We will explore how best to develop this type of support to carers on a routine basis through the Older People's Planning Group, and link this to the work of the Carers Planning Group.

Carers are concerned that the initiative to alert services to changes seems to lie with them and not in a robust service review process. Equally, the move to keeping more people at home will inevitably put more pressure on carers. The redesign of Community Care services within Adult Social Care provides a good opportunity to assess how well our carers' assessment processes are operating and to begin to quantify increasing demands placed on carers and

to feed this data into the planning group to consider how to meet this demand.

Carers are anxious about where care will be delivered, since transport for elderly relatives is not currently adequate and is a particular issue for people in rural areas of the county. We will therefore ensure that carers' views are central to the review of transport we referred to earlier.

A range of other points was raised by stakeholders, which need to be considered by the planning group:

- How will advocacy services be delivered?
- Can there be a laundry service please?
- Will East Lothian have an out of hours therapy / counselling service for carers and service users?

Respite Care

The development of a more planned approach to respite care and short breaks support is being taken forward by the newly established Transformation Team. Working in partnership, the Carers of East Lothian Centre Manager has joined the Transformation Team on a part-time basis for a fixed period of two years to drive forward the respite review and redesign project.

Short breaks are a central part of support to carers and are a preventative service too. The review will identify and propose solutions to the blockages in having a range of care options, such as cost, to ensure there are no financial obstacles for those who can't afford it, and availability of suitably adapted accommodation.

Stakeholders indicated the need for more, regular carer support. They suggested there should be a set entitlement to respite built up over the lifetime of the strategy. Confidence from carers will not be there unless planned respite is in place before the changes happen. Going somewhere for a break or having a care worker come in to help can be daunting, however, invariably, once a care worker starts, they quickly establish a supportive role and people can wonder how they managed without them.

Stakeholders consider the current arrangements to be inflexible. The review process will aim to address some of the key challenges posed by stakeholders:

- Resource Centres are excellent but are limited to weekday 'office hours'; some people seek help at weekends and evenings
- Home sitter service, locally available respite, crisis respite, trial periods, daytime respite, designated respite beds,
- Social activities that maintain friendships and prevent isolation
- Day time, extended hours, regular longer breaks, 7 days per week,
- Sitter service such as provided locally has been a very valuable resource and a much needed service
- Drop in for a short time to support the person cared for, may allow carers to attend doctor/dentist etc.
- Practical independent living for young people with disabilities to try out living independently and or with others - but must not be forced into it.
- Planners could be more creative with resources - do services have premises that could be adapted for use for short breaks?

Stakeholders identified some practical options, which can also be considered through the review process:

- Examine partnership with local hotels/businesses to provide 2/3 respite locations across East Lothian. This would help to stimulate local economy by providing good quality excellent locations
- Simplify respite access arrangements and consider putting in place a respite coordinator to help with choices and opportunities; a Short-Breaks Bureau is a proven way of delivering this.
- Change the present situation where, in the service the user is effectively the 'Care Manager' when trying to arrange respite. This creates even more of the burden that the carer is trying to escape
- Agree some 'Quick Wins' through purchasing good quality places in small nursing homes and establishing a voucher system for learning disabilities

- In planning respite provision, ensure that a local focus is maintained to enable friends and family to stay in contact and visit easily.

Care Homes

Stakeholders are generally supportive of proposals to redesign care homes as 'homes for life'. There is general agreement too that if all other community services are in place there will be less need for care home places. There is support for the notion of a home for life with social care and health needs being met on the same site. There is recognition that care homes need to remain a really important part of service provision for the future. The proposal to build three 60-bedded facilities offers an opportunity to use these as part of a fully integrated service. The local research carried out as part of the consultation process noted: "no one challenges the need to build modern care homes that would be pleasant environments to live in."

Stakeholders raised a range of questions about the model being proposed including:

- Why is the model for 60 beds?
- Could there be smaller units in more geographical areas? Would this result in reducing money for other aspects of the strategy?
- Concern over the possible future closure of the Abbey – in order to build on existing strengths, could we not keep the 30-bedded Abbey open and build another 30 bedded care home in the East that can cater for higher level needs?
- Can you use the current "Abbey" grounds?
- Will 180 places be enough capacity?
- When will there be a decision about where the homes will be located?
- Will new homes have good, user-friendly transport links?
- How will 60-bedded unit work and who will the places be for?
- What happened to the idea of continuing care beds being placed near the new hospital?
- How do costs between purchased and provided places compare?

It is important to stress that the redesigned care homes will only form a part of the overall picture of care home provision in East Lothian that already exists. While the redesign proposals in the strategy set out proposals for the future configuration of council and NHS continuing care, there will clearly be a continuing role for private and independent providers.

We will continue the work we have started to map the locations of existing care homes across East Lothian and consider what impact future population changes might have as our aim is to ensure as far as possible that services are provided on an equitable basis. This means too, that we will seek to influence private and independent sector developments as appropriate to ensure we have comparable levels of service provision wherever possible across East Lothian.

Final decisions have not yet been made on the locations of the new care homes and the work to support these decisions will continue over the coming year. As part of our planning process, we will carry out a detailed feasibility study on the scope to refurbish the Abbey Care Home in line with the Older People's Strategy.

Housing and Housing Support

The promotion of independence is a key objective of the Older People's Strategy and stakeholders welcomed the commitment to more very sheltered tenancies, increased Telecare support and continuing provision of Aids and Adaptations. These will be an important part of helping increased numbers of older people to remain at home for as long as possible.

A number of specific consultation comments focused on the future planning of very sheltered housing with regard to the location, the type of housing that will be provided for older people and likely timescales for development. A comprehensive study is currently being carried out into current and projected housing need and demand. This study will assist us to plan for very sheltered housing. The study will also be used to inform the East Lothian Local Housing Strategy 2011-16, which will seek to address the key housing issues and challenges and set out what is required over the five year period to meet competing priorities, including very sheltered housing.

Population projections will be taken into account in the planning for very sheltered housing and an East Lothian Council group has been set up to take this forward. Housing Providers will be important to delivering more very sheltered housing and are keen to work together and be involved from the outset.

Stakeholders identified the need for good quality information about services and improved marketing of housing options. In response to this, we will develop an East Lothian Housing Information and Advice Strategy. This will require a review of existing information provision, to include an assessment of the ways in which information is provided, so that it is more meaningful and can be clearly understood. This will be linked to the Communications Management Strategy referred to earlier.

Links across other programme areas will be made to ensure the strategy is integrated. Discussions are already underway to establish opportunities for linkages between sheltered housing complexes and lunch clubs and beyond this, the links to day services.

Community Resources, including Day Hospitals And Day Centres

Stakeholders want reassurance that the strategy will support the significant number of people who require low-level services. We propose to extend and develop the network of community resources built around the existing day hospitals and the voluntary sector day centres. Older people will be able to access information and a range of support to enable them to remain in their own homes for as long as possible and to live active and enjoyable lives. For example:

- Advice and Information services: on finding support with moving house, on accessing respite services, on accessing day hospitals and day centres.
- Maximising income: advice on welfare rights, self directed support
- Befriending support
- Local Area Coordination
- Community activities for older people, such as walking groups.

The day hospital at Roodlands is moving towards a more acute model of care with the driver being to reduce hospital admissions. Much of that builds on the work done through the ELDER project.

We will work with East Lothian Council's Community Development Services to enhance their role in supporting a network of Wellbeing Services for people over 65 e.g. Ageing Well project, promoting healthy activity for people over 50 in East Lothian.

People attending day centres value certain aspects highly, such as:

- Welcoming atmosphere, informal approaches
- Home cooking, because they have frozen meals at home
- Different entertainment every day

They also suggested the following improvements:

- Extend opening hours, including evening and weekend options
- Provide more respite care
- Provide bathing support at day centres (this can often be one of the issues that helps people decide they can no longer live independently)
- Welcome community health services into day centres e.g. chiropody, GP and nurse visits to deliver anticipatory care and identify older people at risk of falls and possible hospital admissions.

Higher numbers of very elderly people will be supported in the community in the future, and so East Lothian Council has asked day centres to consider what more they could do to support frail and very confused older people. The aim is to provide suitable day care for people, including people with dementia wherever they live, and to provide respite and support for carers. Day centres are central to the implementation of the Older People's Strategy and planning partners will achieve a step change in funding to enable the development of an integrated network of day centres able to support the growing number of older people in the community.

The Council wishes to develop an increasingly integrated network of day centres, which work together and retain the strength of local community support. The Council can offer support to day centres, for example:

- Training for staff, volunteers and carers
- Professional support
- The development of appropriate service level agreements
- Support with registration with the Care Commission.

Not all centres may want to offer that higher level of support and the Council will continue to invest in services to keep people healthy and active in their old age. Day centres might offer a lower, preventive level of support to older people, or a higher level, or a combination of both. There is potential for collaboration between two or three day centres to each provide a part of the service, so that people may not necessarily attend their most local centre. The day centres are different from each other and will need to pool knowledge about how they work to jointly plan the development of services.

The Day Services redesign project is now underway, led by the Transformation Team and it will be responsible for delivering the changes envisaged.