

***Age Friendly Check In: Give us your input***

# ***Community Support & Health Services***



## **Older people in Bristol have access to appropriate health, social care and wellbeing services**

Bristol Ageing Better has been working with the City Council and partners to get Bristol recognised as an Age Friendly City by the World Health Organisation.

To gain status as an Age Friendly City, we have been building up an action plan that will demonstrate what Bristol is currently doing as a city to help older people, and also what needs to change in the city to make it even better for older people in the future.

This draft document is one part of the action plan and focuses on the Community Support and Health Services domain. We have created this based on conversations and involvement from older people and partners. This draft document contains some examples of age friendly work that is happening in the city, however more examples can be found on the age friendly website here: <http://agefriendlybristol.org.uk/>

We would like to invite you to take a look at this draft document and give your input before we submit it to the World Health Organisation.

When you are looking through this draft action plan please consider the following questions:

- 1) **Do you think that the “what do older people think” section reflects opinion in the city?**
- 2) **Do you think we have identified the right factors affecting Community Support and Health Services? Would you want to include anything else?**
- 3) **Do you agree with the outcomes?**
  - i. **What actions do you think are needed?**
  - ii. **What can you do to help?**
- 4) **What other age friendly examples are you aware of for the Community Support and Health Services domain?**

**If you would like to give your input please fill out the online form here:**

**<https://www.surveymonkey.co.uk/r/R2PFHWG>**

**Please do this by 5:00pm on 24<sup>th</sup> July.**

# Community Support & Health Services



Older people in Bristol have access to appropriate health, social care and wellbeing services

A person's health status impacts on their quality of life, their ability to work and to participate in society. Age is related to health in that many illnesses are more common among older people and many conditions become more severe and limiting with increasing age. Older people are therefore more at risk of poor health which may be more limiting to them. Health and support services are vital to maintaining health and independence of older people in the community.

In the current economic climate, the problem of creating effective social care within existing budgets is a common issue for most councils. Social care providers are under pressure and are struggling to retain staff, maintain quality and stay in business. Local authorities are having to make choices about where to make reductions. Social care for older people is under a great deal of pressure and increasing numbers of people are not receiving the help they need, which in turn puts a strain on carers.

## What do older people think about Community Support and Health?

The population in the UK is now living longer than ever before. According to a 2016 Public Health England report, those in Bristol currently aged 65 have a life expectancy of 83 for men and 86 for women. In the 2011 Census, 44% of respondents aged 50+ reported having a limiting long-term illness. This rose to 74% of respondents aged 85 and over.

In the 2017 Quality of Life survey, only 2% of respondents aged 50+ said that lack of support and assistance prevents them from leaving their home when they want to. This is in line with the average for all ages in Bristol. Similarly, 79% of those aged 50 and over reported being in good health, increasing to 82% of respondents aged 65 and over.

15% of the Quality of Life survey respondents aged 50+ said that their poor health prevented them from getting involved in their community. This is above the average for all ages in Bristol (10%).

8% of respondents aged 50+ reported that their disability prevented them from leaving their home when they wanted to, while 4% reported that their caring responsibilities prevented them from doing this. Both disability and caring responsibilities also emerged as factors preventing involvement in the community in the 2018 Bristol Older People's Forum (BOPF) survey. When asked what they feel prevents them from contributing to their community or doing as much as they would like to, 7% of the respondents who answered this question said disability while 2% said providing care for others.

## Factors affecting Community Support & Health Services

### What should we feel positive about?

Community support and Health Services are in many ways an overarching theme for an age friendly Bristol. We see examples across the themes that are ultimately aimed at improving the health and quality of life for older people, such as work to enable people to continue to live more independent lives in their own homes, the work to tackle the issue of social isolation and the work to keep older people more engaged with their communities through volunteering, intergeneration and social activity.

The Better Lives programme developed by Bristol City Council works to bring together the work in adult social care with partners across the wider health and social care system to ensure that people get the right level and type of support at the right time to help prevent, reduce or delay the need for ongoing support and to maximise people's independence.

Bristol has many examples of good practice projects aimed at improving the health and quality of life for older people. Community Navigators (a Bristol Ageing Better funded project) offer free signposting and support to people over 50 who want to feel less isolated and more involved in their community. The community navigators undertake training and visit older people in their homes and will share information about what is happening locally.

Active Ageing Bristol is a project that aims to transform attitudes to, and opportunities for, sport and physical activity. The organisation arranges a series of walking sports and other activities such as dementia friendly swimming as well as Staying Steady strength and balance classes to help build strength, walk steadily and lower the risk of falling.

Bristol Ageing Better has helped to pilot projects aimed at improving the quality of service for older people while also relieving pressure on health providers.

### What could be better?

GP appointments can often be difficult to get a hold of and there is an increasing expectation to use online booking. Older people we have spoken to like the social element of surgeries and feel that automation is changing this dynamic. People also want to have continuity, to be able to see someone who knows them and knows their circumstances.

There are some suggestions that primary and secondary health services are not connected enough in their approach, with older people often having conflicting appointments or even receiving medication from surgeries and hospitals that don't work well together.

### Actions

Building on from the charter and the above exercise, these actions will reflect that and set out some goals over the next 3 years.

<i>Outcome</i>	<i>Actions</i>	<i>Guidance Indicator</i>
Surgeries are accessible and age friendly in their approaches	Work with Surgeries to make age friendly adaptations	

Ensure older people in Bristol get the right level and type of support required at the right time to help relieve some of the pressure on care staff.

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## What is Bristol already doing to be Age Friendly?

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### **Action on Hearing Loss**

Action on Hearing Loss is Working with Bristol Community Health to raise awareness about the impact of hearing loss on people's health and what simple solutions they can put in place to ensure that BCH services are inclusive and supportive to people with a hearing

**Action on Hearing Loss** is the *largest charity for people with hearing loss in the UK*

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### Healthy Together Clinic

The clinic is a weekly drop-in clinic for patients with lower leg wounds, who may also benefit from coming to a more relaxed community/social setting, rather than going to their GP surgery.

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### **Bristol and Avon Chinese Women's Group**

*Bristol and Avon Chinese Women's Group* runs an annual project helping older people stay healthy and reduce demand on NHS services over the winter period. This includes distributing items such as nightlights and torches, to avoid falling over in the dark/dim light, and producing an informational booklet in English and Chinese giving tips and advice for staying warm and fit.

In February 2017, they launched "The Dementia Experiences of People from Caribbean, Chinese and South Asian Communities in Bristol" report, which was produced in partnership with UWE and a number of other local partners. Further to this a steering group was established, which is working to implement the recommendations of the report.

*Bristol and Avon Chinese Women's Group was set up in 1989 to support Chinese women and their families, who had nowhere else to turn to for support, due to language and/or cultural barriers.*

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**50+ Crowd**

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Bristol Drugs Project runs this is a weekly safe space group and drop in for older service users. BDP actively contributed to the national Advisory Council for the Misuse of Drugs (ACMD) guidelines for those substance users aged 45+. BDP has now made the older service user core business for drug and alcohol services.

***Bristol Drugs Project (BDP)** has over 30 years' experience of developing and delivering services for people with drug and alcohol problems as one of the most marginalised and disadvantaged populations.*

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### **Healthy Together Clinic**

The Healthy Together Clinic is a weekly drop-in that aims to care for people with non-healing wounds and provides a relaxing space where regular patients of 6 GP practices can have their wounds healed by skilled clinicians while enjoying a cup of tea and a chat.

*The clinic is run by Bristol Community Health in partnership with Age UK Bristol.*

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### **Red Cross First Call: Support at Home**

Primarily used by older people. Our volunteers and support-workers provide help all over the city to those needing it. This may be the difference between a hospital re-admission or even a first time admission. We aim to keep people out of hospital and at home and give them the support they need to live independently for as long as they can. We often refer or signpost service users when our support period is up and think of the longer term even though we are short-term.

*The Red Cross First Call: Support at Home Service is dedicated to helping people regain confidence and independence by providing short-term practical and emotional support in the home. This is usually after a hospital admission, a significant life event or just someone recognised as lonely/isolated.*

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### **RSVP West - Surgery Schemes**

RSVP West works with GP Surgeries and Health Centres to recruit and support volunteers who are over 50 from among their own patients. These volunteers provide an invaluable service. Drivers provide transport for frail or disabled patients and wellbeing guides connect people to other activities and services in their neighbourhood

*RSVP West is a region of RSVP (Retired and Senior Volunteer Programme, part of the national volunteering charity Volunteering Matters). Our area includes Bristol, North Somerset, South Gloucestershire, together with Bath & North East Somerset.*

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**The Community Webs project**

The project aims to work with patients with non-medical issues and connect them to activities or services that can address them. They receive support that may reduce repeat non-medical visits to surgeries, and it is believed that a significant number of these non-medical issues are related to loneliness or isolation and that many of the patients will be over 50.

*The Community Webs project is funded by Bristol Ageing Better and works with South Mead Development Trust and BS3 Community*

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