

Report by Director of Community Health and Care Partnership

Committee: 15 December 2010

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**Subject: Consultation Plan for Older People's Services**

**1. Purpose**

- 1.1 This report advises the committee of the proposal to consult with the citizens of West Dunbartonshire on future services for older people. There is a need to consult with all stakeholders about current services so that forward planning can be undertaken and the Community Health and Care Partnership (CHCP) can understand how best to meet and respond to local needs.
- 1.2 Within West Dunbartonshire, the current care services were simply not designed to cope with the demands that it will soon face. Therefore the CHCP, in partnership with its citizens, needs to be creative and ambitious in planning the changes that will need to be made. This is an opportunity to work with partners to design and build a care system that will make sure that West Dunbartonshire citizens receive the support they require in later years. This includes engagement with wider partners for example housing services and transport providers.
- 1.3 This report seeks the Committee's approval for a robust and planned consultation exercise across our community; this report lays out the proposed process in detail.

**2. Background**

- 2.1 At a national level, Shona Robison, MSP, has launched the Reshaping Care for Older People consultation which is seeking the views of the public about how to provide services that work for older people and that the country can afford. The Scottish Government consultation is seeking to ask people about all services including those provided by the NHS, local authorities, voluntary and charitable organisations or the private sector. The care, people receive, might be provided in a hospital, a care home, someone's own home or in the community. It could be help with medical needs, with household tasks or with getting out and about.
- 2.2 There are current draft proposals shortly to be published by the Scottish Government which will cover funding arrangements under the umbrella of a "Change Fund". This sum is estimated to be £70M for 2011/12 (available across all Scottish Health Boards and Local Authorities). The distribution of funds has still to be determined and it should be noted that these funds will be shared across both NHS and local authority partners. The implications for West

Dunbartonshire CHCP will require to be evaluated and assessed following the formal publications of the guidelines.

- 2.3 The Council and the former Community Health Partnership have made great steps in engaging and building relationships with older people through forums, as well as local and national service users and carers groups. It is vital that the CHCP maintains and develops its stakeholder relations, the way it seeks and uses feedback to inform decision making and in developing health services for people using older people's services.
- 2.4 There is an ongoing commitment to consult with all our partners and stakeholders about delivery of local services in the current complex and changing environment, as outlined above, there is a need to plan ahead and understand how services can meet and respond to stakeholder needs. For Older People's services, the key driver is the Joint Older People's Strategy group with representatives from a wide range of organisations and forums representing older people. This has led over a number of years to more informed decision making processes and is beginning to facilitate an open debate within West Dunbartonshire about how we can provide services to older people and their carers.
- 2.5 The proposed Consultation Plan supports effective two way communication by enabling the Strategy Group to keep stakeholders well informed about service delivery and strategic planning of services but also provides stakeholders with the opportunity to contribute to its development through continuing engagement, providing a forum to make distinctions between what is "needed" rather than what is "wanted".
- 2.6 The Older People's Strategy Group is proposing to seek the wider views of its service users and carers by using the most effective methods of consultation to allow a "sound and balanced view" from all of our stakeholders. It should be noted that re-designing and planning services on anecdotal comments can often prove difficult to evidence, and services delivered in this way can often become reactive rather than proactive. However, it is also recognised that there is also a value to anecdotes from people's personal experience, which may arise from consultation meetings and can allow for further investigation into the frequency and common issues raised by service users and carers on areas of service satisfaction.
- 2.7 Wider environmental issues affect an individual's ability to live independently within their own community. This is particularly true of older people where transport and housing needs and demands are important determinants of security and independence.
- 2.8 It is recognised within the Strategic Housing Investment Plan (2010/11 – 2014/15) that robust information is not available on the housing needs of many groups of people requiring specialist or adapted housing. The thrust of the Council's policy

seeks to support people in their own home for as long as possible without recourse to specialist care accommodation.

- 2.9 The Council's Best Value Review of Older People's confirmed a desire to shift from institutional models to community based solutions, including extra care housing.
- 2.10 The basic principle of the Consultation Plan is effective communication; about getting the right messages to the right audiences through the most appropriate channels at the most appropriate time. It is designed to reach out to all sections of the community and ensure that people are supported and informed enough to engage productively. This means that the monitoring and recording of client satisfaction and opinion is embedded in the processes of service planning and review as well as within the Consultation Plan as a whole.

### **3. Main Issues**

- 3.1 It is envisaged that due to the complex nature of the need to provide a range of opportunities for every citizen who wishes to express their opinions on the future of older people's services; this will include a range of participation tools to ensure that citizens can participate fully in the process of consultation. There is also a need to adhere to equalities guidance and legislation and to promote good and effective communication.
- 3.2 Key staff within the CHCP have completed The Consultation Institute certificated training, accessed through the Council's Policy Unit. They have been trained to undertake consultation using a range of methods. The draft Consultation Toolkit will provide guidance and support throughout the lifetime of the plan and has already proved valuable in the development of this proposed Consultation Plan.
- 3.3 The key aims of the proposed Consultation Plan are to:-
- Invite stakeholders to comment on the widest context of service delivery for older people including care homes; Telecare/TeleHealth; sheltered housing; day services and homecare services;
  - Identify service demands for the future of older people's services; and
  - Establish structures for a continuing debate.
- 3.4 As a requirement of the commitment to performance management and planning arrangements, this proposed plan is expected to:-
- Clearly show that service consultations are rigorously carried out with stakeholder views and opinions at the centre of how services will be delivered and re-designed;

- Evidence that any new policies and strategies are devised around stakeholder needs and perceptions; and
  - Inform citizens through the Older People's Strategy Group and wider local networks and media outlets the outcomes and outputs of the consultation process.
- 3.5 The development of a Commissioning Strategy for Rehabilitation and Enablement will inform and form the basis of the discussions within the focus group sessions. Key questions and discussion points will be used to prompt and encourage debate, with scribes noting key points and the outcomes of discussions.
- 3.6 The proposed methods of consultation will build on existing consultations and will target those who have already expressed an interest in being involved as well as the wider community:
1. The Citizens Panel: a quarterly questionnaire seeking the views of 1,400 citizens of West Dunbartonshire on a range of topics throughout the Community Planning Partnership. Following the survey in spring 2010, around 172 people have agreed to participate in focus groups discussing the key theme of services for older people. Focus group events will be arranged through Hexagon for the Citizens Panel.
  2. The Biennial Customer Satisfaction Survey for People with a Physical Disability, seeking the views of 1,000 people who have received an equipment or adaptation service in the last year from health or social work. Following the survey in Autumn 2010, initial responses have identified around 40 people have agreed to participate in focus groups and be part of the wider discussions on the key themes of services to older people and people with a physical disability.
  3. The Community Care Forum, as a key partner, across Community Care and Health services, has agreed to jointly facilitate focus groups with representatives from their member organisations and wider community representatives. Initial discussions have already taken place with the Clydebank Older People's Forum and Dumbarton and the Vale Seniors Forum who are keen to support this type of consultation.
  4. An E-Questionnaire is to be set up on the new CHCP web site for those who may not yet be older people but would be keen to participate in a consultation on future services, within which they may have a vested interest in the future. It is hoped this will engage those who are not currently using services and their families.

3.7 The Consultation Plan will be monitored on its key objectives and whether or not they have been achieved:

1. Gathering stakeholders comments on service delivery for older people including care homes; Telecare/TeleHealth; sheltered housing; day services and homecare services;
  2. Identifying service demands for the future of older people's services; and
  3. Establish structures for a continuing debate.
- 3.8 The Consultation Plan will be evaluated through a set of indicators, including the number of consultees involved in each consultation event; the total number of respondents; summary of findings of the consultations; the process of feeding back to consultees and the action taken as a result of the information gathered at each of the consultation events. As well as more longer term indicators include; the service improvements as a result of consultation, the general levels of satisfaction with services and the levels of satisfaction with information about services.
- 3.9 The nature of a client based service, such as Older People's services, means that the views and opinions of stakeholders are valued. This plan seeks to ensure a structured and wide ranging approach to consulting with older people and their carers and incorporating their observations into the re-design of our services. This allows clear evidence that there is a commitment to service re-design, continuous improvement and also meeting public performance commitments.
- 3.10 This proposed Consultation Plan as laid out above provides an opportunity to begin a debate with our citizens about the future of services for older people. This work will provide the basis for service planning and wider engagement to create services for older people which are fit for purpose and meet local needs.

#### **4. Personnel Issues**

4.1 There are no personnel issues relating to this proposed Consultation Plan

#### **5. Financial Implications**

- 5.1 There will be a need to resource the focus groups hosted by the CHCP, however this will be met through existing budgets
- 5.2 As outlined earlier, Hexagon will host the focus groups with the Citizens Panel members through the existing Policy Unit budget.
- 5.3 The E-Questionnaire is provided free of charge through Survey Monkey so will not incur any cost.

5.4 By facilitating such a detailed consultation process, we are supporting citizens to make informed comment on the priorities for local investment in services.

## 6. Risk Analysis

6.1 Due to the demographic changes within West Dunbartonshire within our older people's population, there is a risk by not involving our citizens in the processes to meet these changes.

## 7. Conclusions and Recommendations

7.1 It is recommended that the Committee agrees to the implementation of the proposed Consultation Plan for older people's services across West Dunbartonshire.

7.2 It is also recommended that a report is available to the Committee by summer 2011 on the outcome of the Consultation Plan, including key messages and recommendations for the future of services.

R Keith Redpath  
Director.

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<b>Person to contact:</b>	Wendy Jack, Strategy Officer, Levenvalley Enterprise Centre, Dumbarton G82
<b>Wards affected:</b>	All wards
<b>Appendix:</b>	None
<b>Background:</b>	None