

OPEN Older People's Engagement Network

North Staffordshire & Stoke on Trent Clinical Commissioning Groups

COMMUNITY CONVERSATION

October 2016

Older People's Health



On 20 October 2016, North Staffordshire and Stoke-on-Trent Clinical Commissioning Groups (CCGs) and the Older People's Engagement Network (Saltbox) held a joint OPEN Forum/Community Conversation in partnership to discuss older people's health.

There were over 150 attendees including partner organisations who had information stalls and we were delighted with the turn out and interest people showed in this very important subject.

124 people gave their views about older people's health (106 people were aged 50+). . In addition, 176 people aged 50+ gave their views at community groups and at housing schemes in Stoke-on-Trent from Oct-Nov 2016.

This report contains the valuable feedback on services for older people and makes recommendations which will be used to inform commissioning decisions about older people's health services across northern Staffordshire.

The conversation focussed on the following themes:-

- How older people's services are experienced now and what improvements are required
- How we can prevent and deal with trips and falls
- How we can better communicate with older people

A copy of the full report and dialogue is available on request.

RECOMMENDATIONS

On 09 December 2016, members of the OPEN Committee, Patient Congress for North Staffordshire and Stoke on Trent CCGs and Lay Members for PPI met to develop the following recommendations from the feedback received at the conversation and group meetings:

What services should be available to better support older people to stay healthy, independent and out of hospital?	How could we help you to prevent slips, trips and falls? How can local organisations work together to help to reduce falls for older people?	How could we communicate with you about what services are available and how you can access them?
<p>1. Improve Home from Hospital Discharge Services. Improve coordination between the NHS and Social Services e.g. discharge at right time of day, heating on, food in the fridge, domiciliary care arranged, adaptations in place etc.</p>	<p>4. Consider a process to improve hospital discharge assessment checks for key risk factors, i.e. heating, shopping, self-care, accommodation, suitability.</p>	<p>7. Consider developing a Locality coordinator role with a single point of access and fixed telephone number.</p>
<p>2. Develop support for the Voluntary/Third Sector services with longer term commissioning for Voluntary Sector providers.</p>	<p>5. Develop a proactive media campaign to give information and advice about Falls Prevention.</p>	<p>8. Develop IT education and familiarisation event for older people's health. Consider hosting a Community Conversation focused on Digital Health and Wellbeing.</p>
<p>3. Consider a Flu Vaccine programme in Care/Residential Homes to avoid patients having to attend GP surgeries.</p>	<p>6. Partner agencies e.g. Fire Service, local Housing Teams, supermarkets, Voluntary Sector and Community Groups to work together to implement a Falls Prevention Strategy</p>	