



We'reHereToo!

Report
from the
2016 events

Thank you

Thank you to everyone who gave presentations, contributed material and to everyone who took part.

The slides and other information from each event are available through the website at www.otbds.org/projects/were-here-too

Thanks to the people at each venue: East Renfrewshire Council, the Sensory Centre in Falkirk and the Smithton Church in Inverness.



Introduction

About We're Here Too

There are more and more opportunities for people living in Scotland to have their say and contribute their ideas on how their communities should work today and develop in the future. But some older people find it hard to be heard. They have something to contribute, but are not able to participate in the same ways as other people, or find that when they do contribute other people are not there to listen.

We're Here Too is about reminding everyone that older people who live in care homes, or live with dementia or other health problems or who do not get out much, are also part of our communities - we are here too.

We held the first events in 2014 and more in 2015. This year we led events in Eastwood, Camelon and Inverness. Over the years, around 500 people have taken part. People come to these sessions to share what they are doing to create more opportunities for people to have their say, be part of their communities and have a good life. They met other people who care about these matters, swapped ideas and encouraged each other to find solutions to the practical barriers that can get in the way.

Each year we bring together the examples of points people raised in a report. We share this with many more people in a wide range of roles: organising community activities that support older people, members of participation groups, staff working in care services who want to make things better for the people they care for, and people who make plans for overall services and strategies. Many of the people who come to the events share the report with people in their areas and continue the conversations there.

The quotes in this report come from people who took part in the events.

What we want people to do with the report

Each year, we hear how people use the examples and contacts they have found through the events and the report to increase the ways in which all older people can be part of the community, making a contribution and being heard.

Talk about the issues

The We're Here Too events and report are part of on-going conversations. You can use this to prompt a conversation with people you know about the issues that are raised here.

Bring together people to share what you do

A feature that people like about the We're Here Too sessions is that they get to meet people from different places. You can do this too.

- It can be people in your area who come from different projects or roles.
- Or you can invite people from neighbouring areas to talk about what you each do. Or you can go to visit other people.
- You can get together in an event, or just get together over a cup of tea.

Allow yourself to think the impossible

We bring together people who are doing interesting things, including developments that other people thought could not happen.

A typical pattern is seeing a gap, coming up with an idea that might work, and starting to make it happen – maybe just in one place – rather than spending too long planning for every eventuality.

The message is that you can do this too.

- Bring together people who have different experiences and skills.
- Be open to ideas and suggestions.
- Ask 'what could make this work?'
- Expect that each idea will solve part of the problem, rather than looking for the one thing that will solve every part of the problem (as that probably doesn't exist).

More information boxes

The Wisdom in Practice project produced resources based on the experiences of groups led by older people. They include tips on co-producing services and other community activities, and on getting new ideas underway.

See: www.wisdominpractice.org.uk/hints-and-tips-resources

"I'm following up with the lovely James McKillop who is a valuable role model and source of knowledge on dementia and giving up driving. Thank you."

Issues that are important to older people

Having a voice and being heard

Dementia Engagement and Empowerment Project (DEEP)

DEEP brings together groups of people living with dementia from across the UK. There are local groups in Scotland, England and Wales and they hope to soon have some in Northern Ireland.

The groups work to change the services and policies that affect the lives of people living with dementia. The benefit of the national network is that people are working together to tackle matters at Scotland-wide or UK-wide levels as well as in their local area.

Members of DEEP groups are recording reports on what matters to them. These will show you what people are achieving: www.dementiadiaries.org

More information

You can find out more at: www.dementiavoices.org.uk

The contact for people in Scotland who want to get a group started, or to find out more, is Paul Thomas: T. 07510 284760, E. paul@myid.org.uk

Scotland's Policies on Community Engagement

The Community Empowerment Act, 2015 encourages people being involved in decisions about the future of their communities. There are new rights for communities, including more involvement in public decision-making. The aim is to have decisions that work for local communities and so better outcomes for the people who live there or who use those services.

In September 2016 the Scottish Government issued the National Standards for Community Engagement. These show how all Councils and other public bodies will try to ensure that everyone is able to be part of discussions about what should happen in their area.

More information

You can get the standards at: www.voicescotland.org.uk

Examples from some Council areas

Pablo Mascarenhas from **Highland Council** gave a presentation on what this Council does to involve people who live in Highlands. Their aim is to involve people more, and the Community Empowerment Act and the new National Standards help with this.

One of the reasons this matters just now is that there is pressure on public resources. When people are more involved Councils and other public bodies make better decisions, and that will help us make best use of the resources we have.

For Highland Council, it is also part of moving to an 'enabling state'.

"I'm already in touch with speakers and with people I met."

The **Highland Dementia Working Group** is an action group run by, and for, people living with dementia. The group are an important part of the work done by Alzheimer Scotland with other people to promote dementia-friendly places throughout the Highlands.

In **Moray**, the Health and Social Care Partnership (the new joint body for community health and social work services) is asking older people about the services they want by holding 'tea parties'. They invite people to come along for tea and cakes, make it an afternoon that people enjoy, and then take time to listen to what people have to say. It is a series of individual conversations rather than one big consultation event.

East Renfrewshire Health and Social Care Partnership has been listening to what older people say about the types of activities that support them to stay as independent as they can and want to be. An example is Shopping Buddies: people who will visit older people, go and do the shopping that they need, and then stay for tea and a biscuit and a chat after the shopping is unpacked and put away.

"Older people are fed up being consulted. We need to be part of coming up with the ideas and plans in the first place."

"These people don't know me and I don't know them. But if we have time to speak to each other then we'll get to know each other."

Older people being part of their communities

Churches in South Glasgow developing support for people living with dementia and other older people

Around 70% of all people who attend church are aged over 65. Mike Margrave was the minister at Clincart Parish Church and is now at Thornliebank Parish Church. The people in each parish decided to focus on making more opportunities for older people and build inter-generational activities.

The Mount Befriending Service is linked to Clincart. It reaches out to people aged over 60 who live in south east Glasgow, who don't have many social contacts. They often support people who have recently been discharged from hospital or from community health services.

Clincart wanted to include and support people who have dementia and their families. They became one of the first churches in Scotland to be accredited as dementia-friendly. There is training and activities to raise awareness among people and groups linked to the church and in the local community. A monthly film club for people living with dementia and their carers brings people together. Young people who are part of Brownies, Guides and Boys' Brigade have worked with a local care home on making reminiscence books and DVDs showing old Glasgow.

Mike was the chaplain at Queen's Park Football Club. He worked with the club to raise awareness among players, directors and staff of what they can do to include people with dementia and others who need some more company or support. The Club worked with Clincart (which is nearby) to establish a 'Still Game' club for people aged over 55 - light exercise, presentations on football-related topics, tea and meeting people. This is a community outreach activity funded by the Club.

The Refresh Café and Bookstall at Thornliebank is a place for anyone in the local community to drop in and meet people each week. The Taste and See Café Church at Thornliebank is another way for older people to be included.

More information

There is more information about these activities in the slides from Mike's presentation, which is on the website.

Mike can be reached at: mike.gargrave@btinternet.com

For more information about Still Game at Queens Park Football Club, contact George Watson: T. 0141 632 1275

Supportive, inclusive communities in Sutherland

Dementia Friendly Communities is a social enterprise based in Sutherland in the Highlands. Their vision is for communities in the Highlands to recognise and embrace the challenges a life with dementia presents to the families affected, enabling them to live life to its full potential.

They aim to achieve this by:

- Working with local services and businesses – starting in East Sutherland – to help local communities become socially inclusive, intergenerational and fulfilling places to live for people with dementia and their families.
- Creating local opportunities for people with dementia so that they can take part in their chosen activities of life for as long as they wish to.
- Increasing empathy and support for dementia carers by developing a shared understanding of the practical and emotional challenges they face.
- Challenging the myths and stigma associated with dementia that act as barriers to change.

How things work is as important as what Dementia Friendly Communities do and the work is based on core values.

These are some of the activities they currently provide:

- **The Helmsdale Health & Well-being Hub:** This is a place where people in the local community come together. People who come regularly to the Hub have space to meet friends, have a meal together and enjoy a variety of activities.
- **Bridge over Troubled Waters:** This is practical support to get families through difficult times, such as when a carer is unwell, or moving home, or waiting for other support services to start. It is all planned around what that person or family needs at the time.
- **Dinner To Your Door:** Many will remember the old “Meals on Wheels” that served many a dinner to those unable to easily leave their homes or prepare themselves a hot meal. Dinner To Your Door prepares and delivers 3-course meals from the Helmsdale Community Centre kitchen. The food is delivered to your door on Tuesday and/or Thursday by a driver/Support Worker who ensures the food is piping hot, and who will chat for a time from a person-centred perspective.
- **Men’s Shed:** The Shed is for all men in the area who have some time on their hands and want a new opportunity to socialise. This is a partnership with other community groups who have been part of building and then developing the Shed.
- Working with local people, groups and businesses to develop a socially inclusive community that embraces and supports local people with dementia and their families.

- Using technology to help people have choices and be part of their communities. This includes some people with dementia using GPS trackers, so they can continue to have freedom to roam and still be safe, and large interactive screens to allow people - including those living in care homes - access to creative pursuits and therapies that otherwise would not be available in such a remote location.
- They are a test site for the Scottish Government's 8 Pillars of Community Support approach to delivering services for people living with dementia.

More information

There is more information at www.adementiafriendlycommunity.com
 E. hello@dementia-friendly.com
 T. 01431 821655

V&A Museum of Design, Dundee

The V&A Museum of Design will be a wonderful new museum on the Dundee waterfront. They are working hard to involve people from the local communities around Dundee and further afield while the museum is at the planning and building stage. Opening in 2018, V&A Dundee will reach out to the local community, with a particular focus on supporting adults living with dementia or at risk of social isolation.

Activities that involve older people include:

- The team has gone out to care homes and met people who live there.
- V&A Dundee can create opportunities for people to remember and use items from the collection to encourage people to talk about their enjoyment of design in their lives.
- The Community Garden project explored how co-design can support people living with and recovering from a range of mental health issues.
- The team welcomed older people who don't get out much to the site to help make sure this will be accessible and work well for everyone - and giving people an opportunity to be more active as they walk around
- A bus has travelled across Scotland to tell people about the new museum and how they can get involved. This was a project called Design in Motion and a partnership with the Travelling Gallery in Edinburgh.
- V&A Dundee is continuing to bring people of all ages together in the involvement events.

"An idea for meaningful activity in a care home might be to involve them in daily tasks that may provide unexpected value. When a light bulb needs replaced, you could order one. Or you can take a few residents with you to somewhere like B&Q and buy one - lots to see, bright colours and interesting textures, smells - scooters to whiz about the store on and helpful staff." (Peter Nurick)

More information

Peter Nurick

Communities Producer, V&A Museum of Design Dundee

E. peter.nurick@vandadundee.org

T. 01382 308486

www.vandadundee.org

"I will now keep in mind that someone's community - what they wish to be more engaged in - can be virtual. The conversation today showed that for many people online communities can be incredibly supportive as people are able to engage with many people even when their physical mobility is limited."

"The question 'what is your community?' needs to be answered first, before then asking 'what will help you engage more with your community', as everyone's answer to this first question is different."

"Dementia-friendly communities are beginning to have a real impact. Our experience is that when you get it right for people who have dementia it also gets better for other older people too."

Supporting Health and Wellbeing

This is what people told us they needed to experience good mental and physical wellbeing:



This is what people told us they need more of:



"All of this matters to the people we support. But sometimes services forget that our role is to help people continue to do the things that really matter."

"It was good sharing examples and hearing about innovative ideas that work - not needing lots of money to deliver, sustainable and making a difference for people. We left the event feeling enthusiastic!"

"Lots of contacts that will benefit the older people we support and give them more choices."

"Good hearing different ideas. It shows what more we can do without needing extra resources."

"We have learnt a lot about different ways to make a difference to older people. I now feel uplifted, empowered and encouraged."

Supporting wellbeing: People being physically active

What the research says

Research for the Chief Medical Officers in 2011 found that:

- 80% of people aged 65-74 would benefit from being more active.
- 87% of men and 96% of women aged over 75 would benefit.

People who are most likely to not be as active as they could be include:

- People living alone.
- People who have lower income.
- People who live in care homes.

These are some of the benefits of being more active:

- Improves our general physical wellbeing.
- Can help to reduce falls.
- Reduced risks of heart disease, type 2 diabetes, osteoporosis and some types of cancer.
- Helps with long-term health conditions, e.g. reducing pain.
- Improved mental wellbeing - can reduce likelihood of depression.

Even a small amount of increased physical activity brings benefits to the person. Something is better than nothing!

Being Active and Well: support from the Care Inspectorate

"No matter what age, or stage of life we are at, we want to live well and should be given the opportunity to be able to do that well."

"How do we support people who live in care homes to flourish?" (Edith Macintosh)

Edith Macintosh is the Rehabilitation Consultant at the Care Inspectorate. Her role includes leading the development of national resources that will enable care home staff to improve the support they give to the people who live there so they can live well and enjoy life to the full.

- Physical activity is inter-linked with many aspects of wellbeing, such as engaging with other people, taking part in day to day life or being able to enjoy hobbies and interests.
- Enabling people to move more often can be a challenge however even being able to be active in a small way can build up your confidence, giving the opportunity to socialise and be more independent.
- If we maintain our ability to stay active then it can help towards reducing falls.
- There is a huge negative impact on people's health when they are inactive including reduced bone density and muscle loss, which makes fractures more likely.
- We need to consider ways to break patterns of sedentary behaviour, and to remember that everyone has potential to be more active.
- For everyone including people with a diagnosis of dementia it is important to feel well. This helps people be more resilient, flourish and grow.
- It is also important to remember staff's wellbeing and to find ways to be active and keep well in and out of the workplace.

Edith shared the example of a woman who was deemed end of life care. She came in to a care home and the care staff saw that there was some potential for her to be enabled to try and get out of her bed and make small improvements in her mental health. This was based on her desire to be able to be mobile and go out with her husband for trips and meals. She got support and encouragement to make gradual improvements and to move a bit more each day. Now she is able to get out and about and goes for a curry every Thursday with her husband like she always did!

Edith described ways care services are helping people to be more active.

- The Go for Gold Challenge uses simple annual challenges such as walking, dancing and games challenges and also encourages sports such as swimming and golf. This has been hugely successful. The impact on wellbeing has also been dramatic. Some older people have been quite competitive, which has given people a new lease of life. Most of the care homes involved in the project continued the activities and got training for the next year.
- Diane's experience of introducing belly dancing to care homes shows how we can bring activities that people enjoy into a care home.
- Staff in care homes and in care at home services can encourage older people to move a little bit more every day. We can build activity into everyday life that takes place already: for example, we can encourage older people to stand up more to do things or go with you to have a cup of tea and so on.
- Staff in care homes are key to promoting movement. The Care...about physical activity pack is a resource which can support staff to do that and packs are available from the Care Inspectorate.

"I hope everyone will be inspired by what they hear from We're Here Too to make changes in their own lives and in the lives of people they support." (Edith Macintosh)

More information

To contact Edith or to find out more to go www.careinspectorate.com and go to the Hub or E. edith.macintosh@careinspectorate.com

The Hub brings together resources on many aspects of social care services, to help people develop innovations and improve what they already do. <http://hub.careinspectorate.com>

There is a series of useful resources on the Care Inspectorate website: <http://www.careinspectorate.com/index.php/publications-statistics/76-professionals-registration/resources>

There is more information on Go For Gold in the report form the 2014 We're Here Too events.

"One of the reasons people in care homes aren't active is because managers and other people are worried about the risk."

"When you are already stretched for time, as a carer/friend/relative, it can be tempting to help the older person to do things quicker by 'helping' them. But we need to remember this actually disables and disempowers them."

Belly Dancing in Care Homes

Over the past year or so Diane Davis Bailey has been working with care homes in the Falkirk area to introduce belly dancing as one of the ways they encourage people to be more active and to enjoy themselves.

There is a film clip and more information on the Outside the Box website.

Diane talked about how she introduces belly dancing to people living in a care home to make it a good experience for them. The tips she suggested can also help when other people are introducing ways for people who live in a care home to try something that is new to them.

- Have confidence in older people as this encourages them to have more confidence in themselves.
- Take time at the start of a session to build up a rapport so people feel relaxed around you and are more trusting.
- Never ask anyone to get up or to do anything they don't want to do.

- Use activities that will build both self-confidence and body confidence.
- Encourage people to do even small movements to increase flexibility and strength. For example, the hand movements Diane shows people can be great for re-learning movement like touching your index finger and thumb together.
- Give people choices in how they get involved. When Diane does a session people can just watch or get involved. Sometimes people struggle with confidence but staff can be surprised to see who is shy and who jumps right in.
- Ask people what they would like, such as the music you use and which exercises you do.
- Be sensitive to how people feel about their bodies. For example, some older people don't want to use their hands much because they don't like how they now look.
- Make it something interesting and different. Diane has found that getting people moving and talking and wearing the costumes - such as the scarves with coins - can bring a new energy to a room.

"Older people should never stop perceiving themselves as attractive and the belly dancing helps support this belief in older people."

"There is no age cut off for sensuality and loving your body - not just movement, but how fabrics feel against your skin and the scents around you."

"It is good to get conversations going about your body so people can express any worries they have." (Diane Davis Bailey)

More information

There is a film clip and a description of the sessions and the impact for people taking part at: <http://otbds.org/projects/belly-dancing-in-care-homes/>

Paths for All supports walking groups, including dementia walking groups: www.pathsforall.org
<http://www.pathsforall.org.uk/pfa/health-walks/dementia-friendly-walking.html>

"I enjoyed listening to all the speakers. The people from MECOPP were inspiring and so helpful. Good solutions that will also benefit people we are working with."

"Mike the Minister is just great. Lots of ideas to follow up with churches that our clients belong to and we are going to get in touch with the football club right away."

Links between care homes and the community

Care Inspectorate volunteers

During 2016 the Care Inspectorate had a pilot with 3 people who live with dementia contributing to inspections in the role of lay volunteers.

Agnes Houston, Anne McDonald and James McKillop were the volunteers. They worked with Caroline Brown, who helped with co-ordinating with supporting them on practical aspects such as taking notes to free them to focus on talking to people who lived in those care homes.

They described their experiences in this role and the impact that they felt they had made. The feedback they were able to provide will now be used as a part of the recommendations in the official care home report.

These are points from the presentations and the discussions at the events.

- Some people have concerns about speaking to people with dementia in the right way, especially if the person with dementia isn't responding. Agnes shared how James taught her that everyone can communicate, people just need to be ready to properly listen and observe.
- It is important to remember that people with dementia can learn new things, despite people generally not thinking this is the case.
- It is also important to know that if people with dementia get the opportunity to do things they are passionate about then they can be incredibly dedicated to them.
- This experience benefited the care home a lot as their eyes were opened to a new way of looking at the way they work.
- The team found that staff at the care home really embraced this feedback and wanted it.
- Taking part in the inspection was tiring at times, but this is not a reason to not ask people living with dementia to do something. This experience was a good one, because the demands on the volunteers were anticipated and the support for them to do the role was in place.

More information

There is a film clip of Agnes, Anne and James talking about this on the Outside the Box website.

The evaluation of the pilot will be published by the Care Inspectorate.

Glenbervie Care Home in Larbert has been designed to let the care home to be a community hub as well as a safe place for the older people who live there. People who live here have their own private space that is designed to work well for them. They also have spaces where they are able to mix with each other, their own friends and/or with people from the local community, in the ways that they choose. Innovative ideas include creating a shop in the care home building and working out ways to keep the people who live there safe when more people from outside are in part of the building.

"Don't see people as 'residents' - we are all individuals."

"Remember that those of us who live in care homes are able to do more than we often have the opportunity to do."

"We will be getting Diane Davis Bailey involved with some sessions at the Carers' Centre in the new year hopefully. The energy she brought to the day was fantastic."

"It is a rare treat to meet people who are positive about what they are doing. Care homes and other services for older people get a bad press, but there is also great support happening."

"Workers need more opportunities like this to be able to share their skills and also celebrate and validate the work that they are doing."

People getting the right support

MECOPP – getting the right support for people from BME Communities

In 2011 there were 211,000 people from BME communities living in Scotland. Compared to the rest of the population, they are:

- More likely to have serious health problems, such as a heart condition and type 2 diabetes (both 6 times more likely than for the rest of the population).
- More likely to die 10 years earlier.
- The pattern in the BME population is changing, and in the next decade there will be a rapidly growing proportion of people aged over 65 and in their middle years and much fewer aged under 30. This will have impacts for families.

People from BME communities also face additional barriers to getting access to health and social care services.

- Information is not available in all er than making sure each person has equality access to what is right for them.

MECOPP gives dedicated support to people from BME communities and their families when people need help to get access to services. The support they give includes: facilitating natural support, building community assets, helping people get access to Self-directed support and to grants, providing community-based services and helping people develop Circles of Support.

Michelle leads the Self-directed Support project. This is an example of the barriers people face and how MECOPP finds solutions.

A young Indian woman lived with her husband and 2 small children. She had a stroke, which left her with physical disabilities. She was in hospital because her physical ability was deteriorating and she needed help to manage pain. She was discharged home suddenly with no assessment. She was now at home, unable to access the bathroom and trying to wash from a bucket in the living room, and needed 2- to-1 support for transfers.

Michelle worked with the woman to find solutions to each part of the situation. They found practical solutions that improved her quality of life straight away – such as finding a swimming pool that let the lady use their adapted shower at no cost – while advocating for a proper assessment. This is how it all came together:



Ashiy is the worker for the Jeevan project, which is raising awareness about dementia among people in South Asian communities. Other aspects are helping people get a diagnosis and so access to support and care, building capacity in the communities, challenging stigma, supporting carers and producing accessible information.

An example of the impact the project has is the work Ashiy is doing alongside an Iraqi woman, who has 2 children and is caring for her father who has Alzheimer's. Her Dad lives alone since his wife died and he now needs support with preparing meals, personal care, keeping his home safe and getting access to community services. The toll of caring is having an impact on her mental health.

This is how MECOPP is working with the family.



The benefits people describe from the support they get include having more choice and control, getting their independence back, feeling they are making informed decisions, getting culturally-appropriate services, and having support that is right for their cultural, spiritual and linguistic situation.

It is also an example of how thinking outside the box can benefit people – and this approach can work for people from other communities too.

MECOPP has produced resources to help staff in other settings give better support to people from BME communities. This includes a Translation Guide, Toolkit, and DVD. They also provide Cultural Competency training.

More information

MECOPP is based at Maritime House, 8 The Shore, Edinburgh, EH6 6QN
www.mecopp.org.uk, Facebook: @mecopp, Twitter: @mecopp1

T. 0131 467 2994

Chinese Language T. 0131 467 2996

Asian Language T. 0131 467 2997

info@mecopp.org.uk, ashiay@mecopp.org.uk, michelle.c@mecopp.org.uk

My Life My Way in East Renfrewshire

The recent change in the law - the Social Care (SDS) Act - gives people in Scotland greater choice and control over the way public money is spent on their care and support services. It also means transforming existing services, such as residential and home care, and developing new, different kinds of services which will enable people with care and support needs to truly live their lives, their way.

East Renfrewshire is one of two pilot sites in Scotland looking at how care and support can be arranged in future to be as close as possible to what people really want and need. The Scottish Government is using the learning from these places as part of planning how to make support work better for everyone.

This is what people who use services and others who live in East Renfrewshire said about how they wanted services to work:

Choice: People want flexible support with the right to choose who supports them.

To be treated as an individual: People want support to be all about them, to be involved and treated with dignity and respect. People want to live in their own home or a place that feels like home, and to be doing what's important to them. People want to have fun!

To be part of their community: People want to stay in their own home and they want to see care homes being part of the community.

To feel safe: They want kindness, reliable carer workers who really care for them and who are there to respond when needed, but not to be over supported. People want support that is safe and consistent.

People thinking outside the box: People want to see creative thinking from our project teams and want to see them "exploring the impossible"!

To be in control: People want knowledge - to be informed, involved and in control wherever possible.

To have resources: People want "investment in social care" and ... money!

East Renfrewshire Health and Social Care Partnership looked at how they could build this in to the services in the area, especially for people who live in care homes.

One development often leads to others. Here are 3 examples.

Pop up Charity Shop: Mrs M stays in Greenlaw Grove and spends most of her day in bed. She loves charity shops and what would make her life better would be to enjoy that experience again.

We contacted Barnardo's who run a local charity shop and asked them if they would be willing to set up their charity shop within the care home for a day. They, along with community volunteers, set up the shop. Mrs M and her family, and other people who live at that care home, were all delighted. The links we have made with Barnardo's continue.

Big Get-Together: It was decided to close a local day centre, as there were other ways for people who attended it to get more support within their own community. The people involved said they would like to continue to go somewhere from time to time that provided lunch and activities. They would also like support from staff who knew and understood their needs. Family carers also suggested that they would benefit from the people they care for having a full day's activities.

We approached a local care home and suggested that we could work in partnership to provide a shared experience for people who had been part of the initial group and for other people who lived nearby. We ran a 10 week pilot and the feedback from care home staff and residents as well as local residents who attended the group was 100% positive. We continue to develop this resource with three care homes now taking part.

Skills Swap Activity Co-ordinators Meeting: We had discussions with carers, residents and staff at care homes. After this, it was suggested that more discussions between Activity Co-ordinators to discuss how they could share ideas and resources would be helpful.

We set up an Activity Co-ordinators' skill swap project where Co-ordinators meet and get to know each other and develop their network. The results are that staff feel more positive about their contributions and the people who live in those care homes benefit from more activities inside the home and in their local community.

These are the features that we have found are essential:

- People are involved from the outset and co-produce the plans. This lets people achieve the outcomes that matter to them.
- When different people work together there are new insights and solutions.
- When care homes and community groups work together they come up with more ideas that work: they are practical and result in activities that many people can enjoy.

- People in roles across the care system have the knowledge, confidence, skills and resources to work in a personal outcome focussed and co-productive way.
- Wider policies and procedures, as well as changes to the way staff look at what supports are, need to be encouraged and supported to ensure the continuation of innovative community work.

Choices and access to good support for everyone

People talked about the ways older people get support that enables them to have the life they choose. The points that people raised were:

- Support to stay as independent as possible.
- Feeling safe and confident wherever you lived.
- Being able to keep up or regain contacts with friends and interests.
- Good relationships with your family, including support for them when they chose to take on caring roles.

People talked about a wide range of things that help here, and emphasised that both care services and other practical arrangement mattered.

"Equipment (often small and practical) that makes life easy and helps someone be independent often gets overlooked. For example, the right type of cup can make a difference to whether a person drinks enough, such as lightweight mugs with good-sized handles. That's a lot better than urinary tract infections and hospital admissions because someone is not drinking enough."

"Not reiterating our story to every new carer/support person/council person/advocate/welfare rights/DWP people!!!"

"It would help if my son's employer was more understanding when he wants to take a few hours off to help me."

"We would have more choices if there was enough information about how to use the flexibility that the Self Directed Support arrangements were meant to bring."

"More local services with smaller teams would help, as that way the care workers would get to know us."

Social innovations and learning from each other

Highland Perthshire Health and Wellbeing Co-operative and GrowBiz

GrowBiz support people in rural communities in Perthshire who want to start or develop social enterprises or other businesses. Over the past 10 years they have supported about 150 ventures.

- They offer people advice that reflects what the person needs, as well as focussing on the idea.
- There is 1:1 advice and on-going mentoring support as well as training sessions.
- They make opportunities for people to come together, so they can support each other with their different ideas: one example is the Women's Enterprise Network.
- Another example is 10 people who had mental health problems. They got support from GrowBiz, who worked with them on doing what they wanted to stay well.

It was recognised that in rural Perthshire there was a need for more opportunities for innovative, person-centred support for older people, so GrowBiz is doing lots of work there. This led to the Care and Wellbeing Co-op.

At late 2016 the Care and Wellbeing Co-op had 23 members, and it will probably have increased by now. The Co-op members offer lots of different ways of giving support to people living in this rural area that enable them to have more choices and have a good quality of life. Services include:

- Care at home.
- Befriending.
- Independent living solutions for older people.
- Bio-dynamic gardening.
- Wellbeing walks.
- Movement psychotherapy.
- Activities such as photography, creative writing, yoga and swimming in ways that work for people who need some extra support.

Part of the Co-op's role is enabling small enterprises to offer good quality care and show they are meeting high standards. For example, people access

training through Perth and Kinross Council and other high quality sources and the carers are insured in the same way that other care at home and similar services are covered.

The Care and Wellbeing Co-operative got some money from the Council's Befriending fund to build links with local GPs and to demonstrate how different types of care and support can help patients stay well and connected to their community. All the people involved improved their wellbeing over 3 months. This meant that GrowBiz was more respected by GPs, who said they want to see more of this type of support.

One of the strengths of services and other supports that are very local is that the people providing them know the area and can use their collective strengths to be flexible and respond to what people need. There have been occasions when no other service was available but the Co-op was able to provide support when this was really needed. People in the area feel that this is why they have been so successful and have been able to expand so much.

More information

GrowBiz

Contact: Jackie Brierton

E. co-ordinator@growbiz.co.uk

www.growbiz.co.uk

@grow_biz

Care and Wellbeing Co-op

<http://thecareandwellbeing.coop>

T. 07917 773655

People who are part of **dementia-friendly communities** are trying our new approaches and sharing ideas that people find work well for them. Examples that speakers and participants shared include Football Memory groups and dementia friendly film showings in Highland and theatre performances in Edinburgh and Peebles.

People are coming together over food.

- Inexperienced or no-so-confident cooks are encouraging each other to learn new skills.
- People are sharing food together: some are supper clubs for people living with dementia and some are for any older person who enjoys other people's company.
- People are building contacts with local shops, to get the types and quantities of food they want in packaging they can open.

"It's important to know who to ask for permission/ideas when you need change. It's great that people here accept change and we need more of this."

"A challenge for smaller enterprises in many places has been making social workers know that it's OK to use their services and that they can be trusted."

"We could also use the MECOPP approach - innovative solutions that draw on lateral thinking, building from what each person and family can do, finding natural supports as well as looking for the right services."

Generations coming together

People talked about the importance of people from different generations coming together as part of the discussions on most topics. These are some of the ways people are already doing this, and suggestions on opportunities for more contacts that benefit all the people involved.

- People from the local community getting involved in the life of a care home.
- Taking time to find out what people enjoy and then bringing together people with shared interests such as history and cooking to enjoy this together.
- Young people at schools in Highland are using drama to raise awareness about dementia as part of developing dementia-friendly communities.
- Shopping Buddies in East Renfrewshire, where younger people who have learning difficulties do the shopping for older people, is a good example of people getting to know and support each other. When the young person brings back the shopping and puts it away, the older person often has the tea and biscuits ready. They can spend time having a chat. Each person is looking out for the other.
- Younger people could be going out with someone - giving them confidence more than help with practical things, although that can be welcome too. Often it is having no one to escort an older person to something that they would enjoy which is the difficulty rather than finding the transport.
- A lot of older people stop reading so it's great if children can read to them. Also, a lot of older people struggle to read smaller print so, as children's print is larger, older people are able to also read to younger people using children's books.
- Diane going in to care homes and sharing music and dancing is a good example of people from different generations enjoying being together, as well as an example of people becoming more active.

"What is important? Togetherness - just being with someone."

"It would be good to know younger people who will go with someone for a walk."

"Companies could give back time to community by offering services and support to care homes."

"The starting point is listening to what older people can contribute."

"I know that the staff are very busy in the evening. It would be great if someone from the local community could come in around then and sit with my dad, maybe read to him. He would be less anxious, ending the day feeling calm and reassured."

More information

Generations Working Together provides information, delivers support and encourages involvement to benefit all of Scotland's generations, by working, learning, volunteering and living together.

Support includes:

- Local networks for people in many roles whose work builds on intergenerational practice
- Events and training
- Resources around intergenerational practice

T. 0141 559 5024

www.generationsworkingtogether.org

Facebook: @GenerationsWorkingTogether

Twitter: @GenerationsWT

Human rights

People who came to the sessions are having conversations about the human rights of older people. They feel that wanting to make choices and have a good quality of life is not just about quality of care – it is something much more fundamental than that.

Our human rights

The Equality and Human Rights Act sets out our human rights in a series of 'Articles'. Each Article deals with a different right.

- Article 2 Right to life.
- Article 3 Freedom from torture and inhuman or degrading treatment.
- Article 4 Freedom from slavery and forced labour.
- Article 5 Right to liberty and security.
- Article 6 Right to a fair trial.
- Article 7 No punishment without law.
- Article 8 Respect for your private and family life, home and correspondence.
- Article 9 Freedom of thought, belief and religion.
- Article 10 Freedom of expression.
- Article 11 Freedom of assembly and association.
- Article 12 Right to marry and start a family.
- Article 14 Protection from discrimination in respect of these rights and freedoms.
- Protocol 1, Article 1 Right to peaceful enjoyment of your property.
- Protocol 1, Article 2 Right to education.
- Protocol 1, Article 3 Right to participate in free elections.
- Protocol 13, Article 1 Abolition of the death penalty.

Each right is in the context of each person's situation.

During the discussions at the events we heard about situations where people's rights were not being respected. We also heard about examples of people working to ensure that older people are able to realise their rights.

"I'm worried about the quality of care my husband has, especially access to a doctor. The staff at the care home seem to take a long time before they call in a GP when a resident is unwell or has a fall."

"My mum wants to stay in contact with her church and with old friends. But we were told this is not a priority in her care package and support for her to do this has stopped."

"We are trying to promote people's rights through our service. There is help to do this. Back in the Spring we found the information about making sure all our residents were able to vote was very useful."

"The problem is that older people in our area are not getting access to the choices that are available for younger people. If we could choose who provides our care and support, we would be able to hold on to the people and things that are important to each of us."

More information

The Equality and Human Rights Commission has responsibilities for people across the UK. This is the link to the work they do in Scotland:
<https://www.equalityhumanrights.com/en/commission-scotland>

The Scottish Human Rights Commission was set up by legislation in Scotland as an independent body to act on and promote human rights.

They have worked with people across Scotland to produce Charters to promote rights for people with dementia, disabled people and for people using social care. www.scottishhumanrights.com

The Mental Welfare Commission for Scotland is responsible for seeing that people covered by the mental health legislation have their rights to good treatment and care respected. This includes people who live with dementia. They give advice to individual people and their family carers, as well as working with care and service providers. www.mwscot.org.uk

The advice line can be contacted by phone during office hours and by email at any time:

T. 0800 389 6809 – for people using services and carers

T. 0131 313 8777 – for professionals

E. enquiries@mwscot.org.uk

The training was the Voting Champions training that Outside the Box and Scottish Care and other organisations provided in Spring 2016. There is more information about older people achieving their right to vote at:
www.otbds.org/projects/voting-champions/

Resources

AGE Scotland is the leading charity representing older people in Scotland and supporting their rights and interests.

www.ageuk.org.uk/scotland

T. 0845 125 9732, E. info@agescotland.org.uk

Breathing Space is a free, confidential phone and web based service for people in Scotland experiencing low mood, anxiety or depression.

www.breathingspace.scot

T. 0800 83 85 87 (helpline number)

Care Inspectorate regulates and inspects care services in Scotland to make sure that they meet the right standards.

www.careinspectorate.com

T. 01382 207100, E. enquiries@careinspectorate.com

Contact the Elderly is a national organisation which changes the lives of people aged 75 and over who live alone and can't get out on their own.

www.contact-the-elderly.org.uk

T. 0800 716543, E. guest@contact-the-elderly.org.uk

DEEP engage and empower people living with dementia to influence services and policies that affect their lives.

www.dementiavoices.org.uk

T. 07510 284760, Paul Thomas, E. Paul@myid.org.uk

Falkirk and Clackmannanshire Carers Centre aim to ensure that carers of all ages are recognised, valued and receive the information and support they need.

www.centralcarers.org.uk

T. 01324 611510, E. centre@centralcarers.org

Generations Working Together provides information, delivers support and encourages involvement to benefit all of Scotland's generations, by working, learning, volunteering and living together.

www.generationsworkingtogether.org

T. 0141 559 5024

Facebook: @GenerationsWorkingTogether, Twitter: @GenerationsWT

Help to Adapt helps people adapt their homes so they can live independently at home for longer.

www.helptoadaptscotland.co.uk

Kelli: T. 0330 3037801, E. enquiries@helptoadaptscotland.co.uk

The Independent Advocacy Centre support East Renfrewshire residents affected by disability, mental health issues or health conditions.

www.theadvocacyproject.org.uk

T. 0141 420 0961, E. enquiry@theadvocacyproject.org.uk

Jeevan Dementia Project supports South Asian people to live well with dementia.

www.mecopp.org.uk

T. 0131 467 2997, E. ashiay@mecopp.org.uk

LGBT Age work with lesbian, gay, bisexual and transgender people aged 50 and over in Greater Glasgow, Edinburgh and Lothians.

www.lgbthealth.org.uk

T. 0141 271 2330, E. lgbtage@lgbthealth.org.uk

MECOPP (Minority Ethnic Carers of Older People Project) are Scotland's only dedicated Black and Minority Ethnic carers association.

www.mecopp.org.uk

T. 0131 467 2994, E. info@mecopp.org.uk

Parkinson's UK is a Parkinson's charity that drives better care, treatments and quality of life.

www.parkinsons.org.uk

T. 0808 800 0303, E. hello@parkinsons.org.uk

Paths for All is a Scottish charity who champion *everyday walking* as the way to a happier, healthier Scotland.

www.pathsforall.org.uk

T. 01259 218 888, E. info@pathsforall.org.uk

Playlist for Life works to bring the benefits of personally meaningful music in dementia care to as many people as possible in the UK.

www.playlistforlife.org.uk

T. 0141 418 7184, E. info@playlistforlife.org.uk

Rainbow Home Support helps people with cleaning, meal preparation, computer support, bill payments and more.

www.rainbowhomesupport.org

T. 0141 328 9594, E. rainbowhomeuk@gmail.com

Raploch Community Partnership is a charity and community led organisation focussing on the economic and social regeneration of Raploch and the wider Stirling area.

www.raplochcorner.org.uk

T. 01786 272358, E. info@raplochcorner.org.uk

The **Scottish Co-production Network** provides a locus for sharing learning and exchanging co-production practice.

www.coproductionscotland.org.uk

T. 0141 222 4839, E. olivia.hanley@scdc.org.uk

The **Scottish Legal Aid Board** provides information for the public and legal profession about legal aid.

www.slab.org.uk

T. 0845 122 8686, E. general@slab.org.uk

Scottish Men's Sheds Association respond to men's need for camaraderie and provide opportunities to work together in a way that contributes meaning to their lives and their communities.

www.scottishmsa.org.uk

T. 01330 825529, E. info@scottishmsa.org.uk

Tailor Maid Home Care is a family run business caring for people of all ages within their own homes.

www.tailormaidhomecare.co.uk

T. 0141 638 6622, E. contact@tailormaidhomecare.co.uk

Vegetarian for Life is a UK charity dedicated to improving the quality of life for older vegetarians and vegans.

www.vegetarianforlife.org.uk

T. 0161 257 0887, E. scotland@vegetarianforlife.org.uk

Voice of Experience Forum is a registered charity operating in North Lanarkshire representing the voices of older people.

www.voef.org.uk

T. 01236 439550, E. info@voef.org.uk

Contact us

Outside the Box

Unit F10

150 Brand Street

Glasgow

G51 1DH

T. 0141 419 0451

E. admin@otbds.org

www.otbds.org

Twitter: @OtBcommunities

Facebook: @otbds