

Enhanced Care for Older People  
Learning Session Number 26

**Age Friendly Communities Update – The Benefits of Working Together  
(Including intergenerational opportunities)**

*Mary Fairfield*

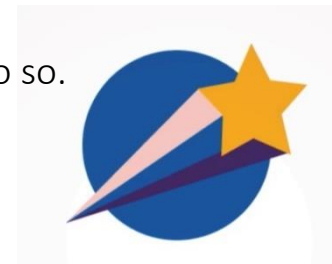
Public Health Practitioner , South Tyneside Council

**EnCOP**  
Enhanced Care for Older People

EnCOP Lead: Lynne Shaw , Wednesday 29<sup>th</sup> May 2024 1.30 – 3pm

## Housekeeping

- Please ensure microphones are muted and during presentation cameras are turned off.
- The event will be recorded and shared.
- The webinar recording and presentation will be circulated and uploaded on to the website following the event.
- If you have any questions during the session then please use the chat facility. We will attempt to address questions, if we can't then we will follow up after the event.
- Please also use the chat facility to inform us of any technical issues as this will be monitored closely throughout by one of the EnCOP team.
- Occasionally you may have difficulty seeing or hearing video clips that are played, this will usually be due to your own device or software settings and not something we can influence during the webinar session. Please be assured all content will be shared following the event so you will have an opportunity to view afterwards.
- If you need to take a break at any time throughout the session please feel free to do so.



# Session Aim & Linked Competencies

**Aim: To increase awareness and understanding wider determinants of ageing well and impacts on health and wellbeing outcomes**

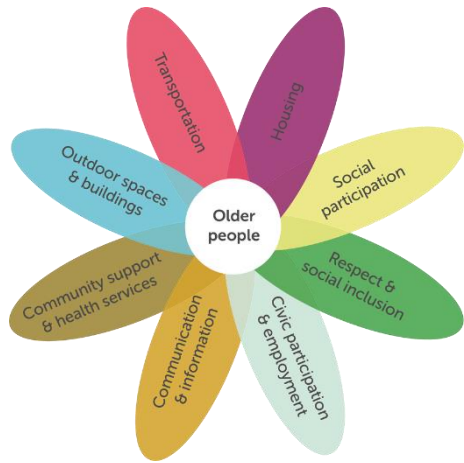
**Linked EnCOP Domains:**

<b>Domain A: Values, Attitudes and Ethical Practice</b>
<b>Domain B: Evidence Based Care : Supporting learning, leadership and improving care for older people</b>
<b>Domain C1: Partnership working and communication with older people, families and others</b>
<b>Domain D3 : Ageing Well : Promoting &amp; Supporting Independence, Autonomy &amp; Community Connectivity for Older People</b>
<b>Domain D4: Ageing Well: Promoting and supporting holistic physical health and wellbeing with older people</b>
<b>Domain D5: Ageing Well: Promoting and supporting holistic psychological health and wellbeing with older people</b>



# Age Friendly Communities Update The Benefits of Working Together (Including intergenerational opportunities)

29<sup>th</sup> May 2024

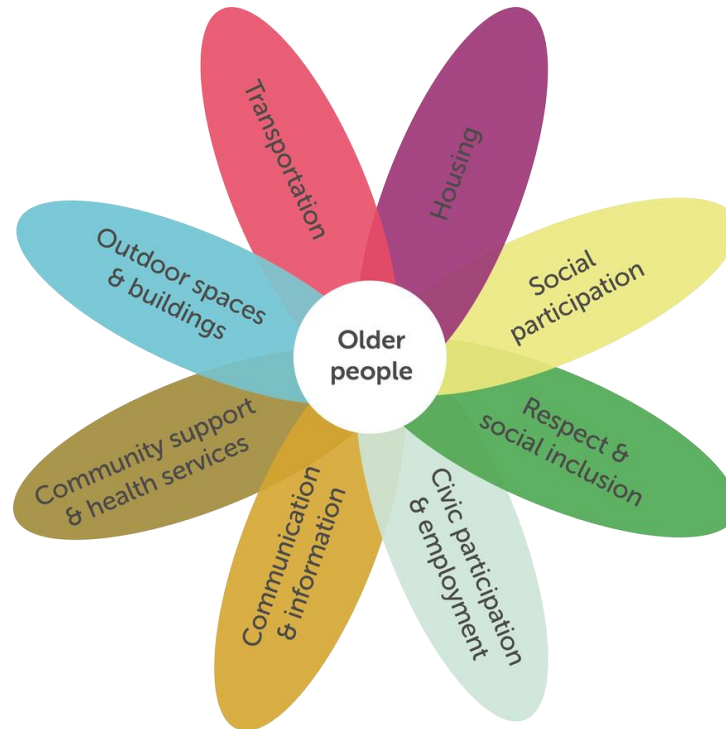




## Centre for Ageing Better

An Age-friendly Community is a place where people of all ages are able to live healthy and active later lives. These places make it possible for people to continue to stay living in their homes, participate in the activities that they value, and contribute to their communities, for as long as possible.

# World Health Organisation (WHO) Provides a Framework



# Age Friendly Communities in South Tyneside

## What have we done so far:

- First discussed with Public Health SMT in October 2020
- Permission sought from various committees
- Registered with the Centre for Ageing Better
- Set up Steering Group
- Formal Launch 1<sup>st</sup> October 2022 in line with International Day of Older Persons (IDOP)
- Baseline survey conducted October 22 – April 23
- Four Validation Events May 2023
- Professional Event October 2023
- Resulting in a Strategy and Action Plan



# Public Buildings and Open Spaces

- Sensibility matters to coproduce an age friendly checklist
- To utilise the check list to undertake accessibility audits of public spaces, public buildings, businesses, and the Community & Voluntary sector
- These audits will inform, amongst other things, the provision of toilets, benches, and litter bins.
- To ensure members of the public know they can report concerns with paving or street lighting through, <https://southtyneside.gov.uk/article/7729/Report-an-issue-> ensuring there is help for those who need support and a feedback mechanism.
- Continue to make best use of antisocial behaviour (ASB) tools such as Public Space Protection Orders, Community Protection Warnings and Notices, and Community Trigger. In addition to encourage a minimum of three local neighbourhoods to become neighbourhood watch areas.





# Transport

## Actions (transport needs assessment – transport related social exclusion)

- Refresh the physical activity strategy, specially looking for opportunities that enable older people to remain physically active, with a dedicated section on falls prevention.
- Ensure that local people are aware Transport North East's plan a journey website - <https://travelinenortheast.info/> and ensure that organisations are aware of this information and can support people to access this information.
- To work with Transport Northeast and Nexus to explore what training is available for transport workers that ensure they are aware of the needs of those with additional needs
- To coproduce and test an improved process for travel reimbursement for those attending hospital appointments.



# Housing

## Actions

- Ensure that South Tyneside residents can access timely support and information to enable them to make an informed choice about where they want to live. Utilising touch points, such as a change in health, retirement, or loss of a partner, to generate conversations that enable people to future proof their older age.
- To implement and evaluate AskSARA, an online self-help guide that provides expert advice and information on products and equipment for people of all ages who want to stay independent in and outside of their home.
- To refresh the accommodation strategy, to ensure that affordable, quality housing will be available. Utilising opportunities like the Stirling Gold standards for dementia or Lifetime Home standards where possible.
- **Complete the healthy homes, fuel poverty pilot, and based on the evaluation from Northumbria University look to embed a sustainable model that reduces fuel poverty, increases energy efficiency, and promotes safe, warm homes.**



# Social Participation

## Actions

- **To utilise 'Plinth' to increase the visibility of local opportunities, including those led and coproduced with older people.**
- To continue to promote external funding opportunities through FundingNet and disseminate local microgrant funding that provide opportunities for people to be connected.
- Seek additional funding, to expand the way in which we use national campaigns (such as IDOP) to celebrate older people.
- To continue to coproduce different ways of promoting intergeneration opportunities.



# Intergeneration Opportunities

## To date:

- Two Intergenerational Debates – Council Chamber
  - Graffiti
  - Period Dignity
  - Free School Meals
- Another planned in June on crime and safety
- Cultural work in care homes
- Family Hubs celebration of Global Intergenerational Week – 24<sup>th</sup>-30<sup>th</sup> April

## Still to do:

- Less formal community gatherings
- Exploring how we can build into digital exclusion agenda



# Respect and Social Inclusion

## Actions

- To utilise the checklist developed in the open space section, to ensure that South Tyneside is a friendly and welcoming place for everyone, including age friendly, dementia friendly, disability friendly etc.
- To monitor the impact of the age friendly cultural standards used in the T&W Museums and use those findings to influence other venues.
- To increase the number of people attending awareness raising sessions, such as those provided by dementia ambassadors to become dementia friends.
- Explore the need for Challenging Ageism workshops for people working with older people and in sectors including health, care, housing, and recruitment, as well as bespoke workshops for individual organisations.



# Civic Participation

## Actions

- To utilise the Plinth platform, to promote and increase the volunteering opportunities for older people.
- **South Tyneside Council to sign up the Age Friendly Employer Pledge, then encourage other employers to also sign up through the BHAWA and the South Tyneside Pledge.**
- To consider the best forum and/ or process, to ensure that older peoples voices continue to be heard, when decisions are being made.



# Community & Information

## Actions

- To undertake a piece of work, including the development of a JSNAA, to ensure that information and advice is produced in a meaningful way, that then runs through this strategy as a consistent theme.
- Continue to provide opportunities for older people to improve their digital skills and to support those who don't have or want digital access.
- Ensure that older people and their carers have access to the information, support and connections they need to make decisions on future care.
- **To ensure that the people who need to be targeted about their entitlements (including pension credit) know what services and organisations there are to support them. To have a better understanding of why those who need this support don't access the help provided.**



# Community Support & Health

## Actions

- Through the Living Well Alliance to review the range of programmes that are available to support older people to remain independent for longer, ensuring there is value for money and opportunities to expand the offer as funding allows – for example escape pain.
- **Through the Living Well Alliance, to improve outcomes for those at risk of or experiencing falls and frailty, potentially using the joining the dots blueprint.**
- To work with the age friendly community theme leads, to raise awareness of mental health in older people, leading to an increase in the number of people who are referred to talking therapies or other organisations that can offer appropriate support.
- To implement Sheffield's sexual health charter for older people
- **Support service providers to deliver practical help to those experiencing poverty – food, fuel, and income.**
- To continue to make health care accessible, by offering both face-to-face and on-line appointments, whilst helping older people navigate and book their appointments.





# What next

- Professional mock-up of the strategy and action plan
- Bring together the leads, theme by theme at subsequent steering groups.
- Produce a Local State of Ageing Report
- Consider a series of celebration events during IDOP
  - For residents and professionals



# Any Questions / Comments ?



South Tyneside Council

Spread the word!

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SOUTH  
TYNESIDE**



**PUBLIC  
HEALTH  
SOUTH  
TYNESIDE**



South Tyneside Council

Spread the word!

**THIS IS  
SOUTH  
TYNESIDE**

Thanks





## Ideas for Learning Consolidation & Competency Conclusion

### **Consolidating Learning:**

#### **Reflection on the session & considering application to practice & what this means 'your people'**

- Think about this session in relation to your own role
- How much of this was revision?
- What have you learned today ?
- How will this help you in your role ?
- Think about your EnCOP self–assessment; consider which performance indicators this session may relate to and how this can be used as part of your own development / competency achievement.

A: Values, Attitudes and Ethical Practice

B: Evidence Based Care : Supporting learning, leadership and improving care for older people

C1: Partnership working and communication with older people, families and others

Domain D3 : Ageing Well : Promoting & Supporting Independence, Autonomy & Community Connectivity for Older People

D4: Ageing Well: Promoting and supporting physical health and wellbeing with older people

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# Research Participants Invitation

Title: Views and Experiences of Transitions in Care

- Collaborative study between Edinburgh and Newcastle Universities exploring 'systems thinking' (the project is around systems engineering and systems thinking and is a collaboration between engineering academic colleagues and experts in older people's care – led by a geriatrician, apparently systems thinking, and processes are big in the engineering world but obvs not traditionally so in ours, the researchers describe it as an 'unusual challenge')
- Focus is on transitions in care when people move between different services (hypothesising that this is often a point where communication and systems come apart)
- Undertake engagement work with professionals to gather views and experiences (to try and identify opportunities where it may be favourable to intervene into the future, have a plan to bid for funding for a second, much larger phase of the study next year, this year is about engagement to seek views and experiences)

Face to Face 3 hour session early Autumn in Newcastle

Interested in being involved?

Email [lesley.bainbridge@nhs.net](mailto:lesley.bainbridge@nhs.net)



**We need your help to develop a balance training intervention which is suitable for people with lung disease.**

Please get involved if you...

- • Work (or have worked) with people with lung disease and/or balance problems
- • Are a carer for someone with lung disease and/or balance problem
- • Have a lung disease and/or balance problems

- You can help by either...

Completing one or both of our online surveys (which will close on Mon 17 June and Thu 18 July respectively)

OR

Joining our interactive workshops in Darlington on Mon 17 June and/or Thu 18 July (both 1-4.30pm)

### **Interested?**

- Find out more and register your interest here <https://forms.office.com/e/egAyuHhkbG>

### **Having difficulties? We can help.**

- Should you have any questions, need some support completing the online form, would require a taxi to bring you to the workshops or would prefer to receive documents in the post please contact our research team: by phone 07385086743 or email [S.L.Harrison@tees.ac.uk](mailto:S.L.Harrison@tees.ac.uk)
- This work has received ethical approval from the Teesside University School of Health and Life Sciences Research Ethics Sub-Committee.



**Enhanced Care for Older People  
Learning Session Number 27**

**Ageing Well: Universal Personalised Care: A NENC Approach**

**Lindsay Oliver & Helen Kleisser, NHS Year of Care Team**



**EnCOP**  
Enhanced Care for Older People



**Wednesday 19<sup>th</sup> June 2024 1.30pm – 3pm**



Feedback about today's session and any future sessions you may like to see included in our webinar series....

All feedback welcomed; You may want to consider the following –

Was it easy to book onto the session?

Did you find the session went well in this online format ?

Was the content of the session relevant to your area of practice / job role?

Did you enjoy the session?

Thinking about future webinar's, which topics linked to older person's care would you be most interested in?

Please put any suggestions in the chat.

Please comment in the chat today or feel free to email us: [ghnt.encop@nhs.net](mailto:ghnt.encop@nhs.net)





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the Frailty icare website**

[www.frailtyicare.org](http://www.frailtyicare.org)

Our EnCOP pages are located in the  
workforce section

**EnCOP Library of Learning &  
Development Resources can be found**

at:

<http://frailtyicare.org.uk/making-it-happen/workforce/enhanced-care-of-older-people-with-complex-needs-encop-competency-framework/encop-learning-resources/learning-resources/>

