

**Making every contact count**

Gloucestershire

Bristol

South Gloucestershire

North Somerset

Bath & North East Somerset

South Gloucestershire

# Ageing Better Plan

## 2019-2023

[www.southglos.gov.uk](http://www.southglos.gov.uk)

**NHS**  
Bristol, North Somerset  
and South Gloucestershire  
Clinical Commissioning Group

  
**South Gloucestershire**  
Council

# Ageing Better Plan 2019-2023

The 65 and older age group is predicted to grow and will make the largest proportional population increases. Our plan brings together the outcomes and priorities that will guide our work to support older people, the way we will measure our progress and how we will work to realise our ambitions. It is based on data, evidence and consultation, with older people and wider partners, across the area.

This document sets out the guiding principles that all organisations working with older people in South Gloucestershire commit to.

## OUR FOCUS

Our challenge is how we work together, in times of austerity, to make South Gloucestershire a good place to grow old.

## SHARED VISION

## SHARED VALUES

## COLLECTIVE ACTION

# What we'll do



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## ONE VISION

Older people in South Gloucestershire have a good quality of life, with access to support, information and services which help them lead the lives they wish to lead, making it a good place to grow older.

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## OUR 6 OUTCOMES

**We want older people to say:**

- 1 I am independent and make a positive contribution
- 2 I have access to good information, advice and advocacy to make the right choices at the right time
- 3 I am as healthy as possible with good physical, mental and emotional health and wellbeing
- 4 I feel safe, I live in a home that suits my needs, in a vibrant community
- 5 I have financial and material security
- 6 I have access to good quality health and social care, when it is needed

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## OLDER PEOPLE'S CHARTER

**Older people will be treated with dignity, respect and have a voice. They will:**

- 1 Have control over their lives
- 2 Be supported to live as independently as possible
- 3 Contribute to their communities and public life
- 4 Be able to choose how they are supported and cared for as they get older
- 5 Be protected from harm and neglect and feel safe at home and in their communities
- 6 Be treated with respect, courtesy and consideration

# Ageing Better Plan 2019-2023

## How we'll do it

### PHYSICAL HEALTH AND CARE

Older adults will live happy, active and healthy lives at home. They will have access to activities that support healthy living, delaying the onset of long term conditions and reducing premature deaths.

People will be independent for as long as possible having access to good quality health and care services, at the right time and when necessary.

### FEELING SAFE

We will work together to ensure that people who have care & support needs are empowered or kept safe from abuse or neglect and that where abuse occurs, partner organisations respond effectively and proportionately.

We will focus our resources in the communities with the greatest need to reduce the level and impact of crime and disorder to improve public confidence.

### LIVING WELL WITH DEMENTIA

We want people with dementia and their carers to live well and be supported to do so throughout the progression of the disease. We want dementia to become everyone's business.

### TRANSPORT

We will support older people to maintain transport independence: driving, using public or the community transport network across South Gloucestershire.

### INFORMATION AND ADVICE

We will ensure older people have access to the right information and advice to make their own choices. We aim to reduce the number of older people in poverty. We will work to enable and encourage older people to become digitally engaged.

## HOUSING

We will encourage the delivery of a range of specialist housing to meet the needs, choice and budgets of older people. We will promote the provision of a wider choice of tenures to match the long term aspirations of older people. This includes adapting homes and Extracare accommodation as affordable effective solutions to help meet longer term care needs.

## SOCIAL ISOLATION WELLBEING AND MENTAL HEALTH

Maintain a strong offer to improve social, emotional and mental health & wellbeing. We will continue to offer a range of services including: Talking Therapies, the Wellbeing College, Community Connectors and mental health services. Work in partnership to achieve the best outcomes.

## CARERS

We will ensure all carers, whatever their age, have access to information about what is available to support them to stay healthy and to balance their caring responsibilities with a life outside caring. We will continue to ensure carers are partners in the development of services. Carers are everybody's business.

## FEELING VALUED, ACTIVE AND PART OF THE COMMUNITY

We will respect and listen to older people. Older people will continue to make significant contributions by volunteering, voluntary actions and intergenerational activities. They will be involved in all aspects of their communities including decision making and democratic processes. Older people will continue learning new skills, accessing training and continue to work, if they choose to. We will encourage older people to become digitally enabled.

## EQUALITIES

We will encourage mutual respect for all of our residents, recognise and work with every diverse group, give high quality inclusive services and facilities, make sure employment policies and practices are fair and eliminate harassment and discrimination.

## ACTIVE AGEING AND FALLS PREVENTION

We want everyone to be active as they grow older and maintain their strength and balance. We aim to reduce falls and fall-related injuries in those aged over 65 and ensure effective rehabilitation and treatment for those who do fall.

# Ageing Better Plan 2019-2023

## How we'll know if we've made a difference

### 1 I AM INDEPENDENT AND MAKE A POSITIVE CONTRIBUTION

- Feel able to influence the decisions affecting my local area
- Active and involved citizens in their local communities



### 2 I HAVE ACCESS TO GOOD INFORMATION, ADVICE AND ADVOCACY TO MAKE THE RIGHT CHOICES AT THE RIGHT TIME

- Increase the number of carers assessments
- Increase awareness of and understanding of dementia
- Ensure high quality information and advice is available both face to face, over the telephone and on line



### 3 I AM HEALTHY WITH GOOD PHYSICAL, MENTAL AND EMOTIONAL HEALTH AND WELL-BEING

- Increase life expectancy for men and women
- Reduce premature mortality rates for men and women
- Improve health outcomes for all protected characteristic groups
- Improve diagnosis rate for dementia
- Evidence of healthy lifestyles
- Reduce the number of falls by people over 60
- Improved self-reported wellbeing
- Having as much social contact as wanted/social isolation
- Reduced feelings of anxiety



#### **6 I HAVE ACCESS GOOD QUALITY HEALTH AND SOCIAL CARE, WHEN IT IS NEEDED**

- Knowing where and how to access health and support services
- Reduce number of emergency admissions to hospital for people
- Ensure that necessary services and support are available for people to return home after a stay in hospital, as soon after admission as possible
- Increase specialist care capacity including for people with dementia and challenging behaviour.
- Increase the number of people dying in a place of their choice



#### **5 I HAVE FINANCIAL AND MATERIAL SECURITY**

- For those that live independently reduce levels of poverty in older people
- Increase number of older people claiming previously unclaimed benefits
- Access to jobs and skills for all ages



#### **4 I FEEL SAFE AND I LIVE IN A HOME THAT SUITS MY NEEDS, IN A VIBRANT COMMUNITY**

- Increase specialist housing to meet older people's needs
- Increase in the number of residents that feel safe outside in their local area during the day and night
- Reducing anti-social behaviour
- Maintain existing community facilities & develop new ones in new communities
- More people feel connected in their communities
- Increase usage of bus services
- Reduce the number of people living in fuel poverty



# Ageing Better Plan 2019-2023

## The way we work



### MAKING EVERY CONTACT COUNT

Developing quality connections, conversations and relationships with older people, their carers, families, other professionals and the wider community is crucial to make every contact count.

### SAFEGUARDING OLDER PEOPLE

Everyone has the right to dignity and respect so that they can live their lives feeling safe and free from abuse.

Abuse means neglecting or mistreating someone. Abuse can be physical, domestic violence, sexual, psychological or emotional, financial or material, modern slavery, discriminatory, organisational, neglect and acts of omission and self-neglect.

Concerned about an adult call **01454 868007** - Monday to Friday, **01454 615165**, out of hours/weekends, in an emergency please ring **999**.



## Our people

	2016 Estimate (1)	2039 Projection (2)
Total population	277,600	330,800
Older people aged 50 years and over	103,800	134,600
Older people aged 65 years and over	51,400	79,200
Percentage of older people aged 65 years and over	18.5%	23.9%

Sources:  
(1) ONS 2016 Mid-Year Population Estimate  
(2) ONS 2014-based Sub-National Population Projections.

## Working together

We want South Gloucestershire to be a great place to grow old. To help us make this happen we have a:

- Health & Wellbeing Board**
- Ageing Better Group**
- Safeguarding Adults Board**
- Better Care Fund Delivery Group**
- Sustainability and Transformation Delivery Group**

They each bring relevant people together from the main organisations working with adults to make sure we are doing what we should to improve outcomes and deliver the priorities in our plan. The five priority neighbourhoods bring services together to focus on localised issues and challenges, and support the most vulnerable.

## Find out more

To find out more about our work in South Gloucestershire see:

- **Our webpage**  
<http://www.southglos.gov.uk/health-and-social-care/care-for-adults>
- **The Joint Strategic Needs Assessment**  
<http://www.southglos.gov.uk/community-and-living/stronger-communities/community-strategy/joint-strategic-needs-assessment-jsna>
- **The Joint Health and Wellbeing Strategy**  
<https://www.southglos.gov.uk/documents/Health-Wellbeing-Strategy-Final.pdf>
- **The Safeguarding Adults Board website**  
<http://sites.southglos.gov.uk/safeguarding>