

# **Eskdalemuir: Health and Social Care Meeting**

**Thursday 30 October 2014**

## **1. Introduction**

Paul Nelis from SCDC gave a summary for the Eskdalemuir Health and Social Care survey findings. In total 54 people (74%) responded to the questionnaire from a target of 70 households. The results from the survey were posted out to 240 individuals in the community on 20<sup>th</sup> October 2014 along with an invite to the public meeting in the Hub to discuss the results.

Approximately 20 people turned up for the discussion about Health and Social Care needs of the wider community.

## **2. Definitions**

At the start of the discussion Paul defined the terms Health and Social Care as this would be the main focus of the evening's discussion. Health: The World Health Organisation's statement that health is 'a state of physical, social and mental wellbeing and not merely the absence of disease or infirmity'. Social Care: Social care services help people who are in need of support due to illness, disability, old age or poverty. Social care services are available to everyone, regardless of background. However, social care is subject to rules about your needs and ability. Services can also support the families or carers of people who receive social care.

Examples of social care

Social care services could include having a personal assistant to help you around the house, structural changes to help you move around your house, or even an alarm system so that you can call for help if you have a fall.

## **3. Summary of the Survey Results which will guide the discussion**

### **Support for Families to live healthy active lives in Eskdalemuir**

35% of respondents wanted better access to Health and Social Care Services locally. This included better access to a local GP, Pharmacy and that the area needed to have someone or a body to coordinate the service locally.

### **Vital support at a time of illness**

Respondents said that the household activities that they would most need support with during a period of illness were: help to clean the house, maintain the fire & wood stock, shopping and support with preparing food.

### **Living in Eskdalemuir into old age (pensionable age)**

73% of respondents indicated that they would like to continue living in Eskdalemuir when they get older. To do this they need increased Health & Social Care Support and improved transport links. Many people said that they feared that as they get older they will be increasingly socially isolated in their own homes.

### **Access to Health & Social Care Services**

66% of respondents said that there is good access to Health care but many had little knowledge of Social Care Services.

### **Access to Information about what is available**

40% of respondents indicate that they do not have access to the information they need to make informed decisions about Health & Social Care Services.

## **4. Group Discussions**

Participants were split into to 3 groups to think about the 3 main themes of the survey, these were:

- 1. What support do individuals and families need to live in Eskdalemuir;**
- 2. Access to Health and Social Care services;**
- 3. Access to Information about services.**

Each group was given 15-20mins to look at their question and to consider the issues and possible community and statutory sector solutions. The groups then moved to the next question until each group had looked and comment on all three questions.

### **1. What support do individuals and families need to live in Eskdalemuir?**

<b>Issues</b>	<b>Solutions (Community/Statutory Sector)</b>
- Communication - Upkeep of home	• Identify local skills and abilities & willingness to share (community). • Eskdalemuir Phone directory (Community).
- Transport	• Car Share/Lift share scheme/hitchhiking – accessible through the internet. (Community).
- Preventative measures	• Keep fit classes/ walking groups/childrens play park (Community)
- Declining skills	• Employ carers/Share skills (Community/Statutory).
- High cost of heating	• Community Oil Purchase scheme (Community)

## 2. How can we get better access to Health and Social Care services?

Issues	Solutions (Community/Statutory Sector)
<ul style="list-style-type: none"> <li>- Travel</li> <li>- Availability of transport</li> <li>- Road gritting/Access</li> <li>- Buses doing coincide with health appointments</li> </ul>	<ul style="list-style-type: none"> <li>• Health Centre have an Eskdalemuir day (Statutory)</li> <li>• Landrover for winter access (community)</li> <li>• GP have list of local responders (community)</li> </ul>
<ul style="list-style-type: none"> <li>- Form Filling complicated</li> </ul>	<ul style="list-style-type: none"> <li>• Citizens Advice Bureau available at Hub (community/vol sector)</li> <li>• Leaflets and info at Hub (community/statutory sector)</li> <li>• Centralised information at Hub (community)</li> <li>• Support person at Hub (community)</li> </ul>
<ul style="list-style-type: none"> <li>- Over reliance on volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Possibility of funding from D&amp;G, Social Enterprise/working cooperative. (statutory sector)</li> </ul>
<ul style="list-style-type: none"> <li>- Better information</li> </ul>	<ul style="list-style-type: none"> <li>• Better advertising</li> <li>• Billboard</li> <li>• Email tree</li> <li>• Free telephone</li> <li>• Texting (community)</li> </ul>

## 3. How can we get better access to Information about Health and Social Care Services and what is going on?

Issues	Solutions (Community/Statutory Sector)
<ul style="list-style-type: none"> <li>- Access to IT</li> <li>- Lack of knowledge about services</li> <li>- NHS Direct not well used</li> </ul>	<ul style="list-style-type: none"> <li>• IT available for public access in the HUB (community)</li> <li>• Establish a phone and email tree (community)</li> <li>• CAB in Hub (community/vol sector)</li> <li>• Highlight information available on ALISS (community)</li> <li>• Community directory (community)</li> <li>• IT Course (community/statutory sector)</li> <li>• UEDG website with links to relevant service providers (community)</li> <li>• Phone tree (community)</li> </ul>