



Health and Social Care Survey Responses

What You Said!

Eskdalmuir Community Engagement

Upper Eskdale Development Group (UEDG) invites you to our community event to discuss the Health and Social Care needs of the Eskdalmuir community. In response to increased demands for greater access to Health and Social Care services from residents the UEDG carried out a survey to determine the community's needs. With the support of the Scottish Community Development Centre (SCDC) a steering group of residents created a plan and developed the questionnaire to engage the wider community. The survey took place at the end of July 2014 and progressed over 6 weeks, the survey work was carried out by community volunteers who knocked on the doors of residents. The volunteers knocked on many doors over the 6 week period and left questionnaires where appropriate, they also made return visits to households which initially had no responses. Those who responded to the survey were encouraged to speak for the family/household as a whole. In total the initiative produced **55 complete questionnaires from a catchment of around 70 households, that is a healthy 78% response rate.** The responses to the survey are collated and detailed in this report.

Who are we?

Upper Eskdale Development Group's mission is: *'To make the area an even better place to live'*. It was set up following the community's response to the closure of the local school and a general reduction in public services and amenities in the area. The broader aim of the Group is community regeneration e.g. a community-led approach that aims to take forward community issues, with the long term aim of achieving sustainable income, services and activities for the existing local community, and to hopefully encourage families to move to the area.

Eskdalmuir has an ageing population and those who experience periods of ill health which will require increased support from the statutory and community/voluntary sector, this

survey will help to determine what support is needed and who should or could provide it. For more information on UEDG please go to: <http://www.eskdalemuir.com>

Main findings from the survey

Support for families to live healthy active lives in Eskdalemuir

- **35% (19)** of residents said that they 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% (40)** of residents 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% (36)** said that there is good access to Health care but many had little knowledge of Social Care Services. While many residents reported that they currently have good access to health care they indicated that this is only because they have good access to public transport or their own car. Residents that don't have a car find it very difficult to access NHS services and some report having to make 34 mile round trips to make appointments and pick up prescriptions. Respondents said that if they can get to Langholm by car or public transport then everything is fine, but in periods of illness or during the winter months this is not always possible.

Access to Information about what is available

- **40% (22)** indicate that they do not have access to the information they need to make informed decisions about Health & Social Care Services. Residents report they are not aware what is available and they don't know the extent of the Social Care Services they might access. There needs to be more information about the options available and support for residents to access useful materials in different formats e.g. leaflets/online material, word of mouth etc.

Community Survey Results in Detail

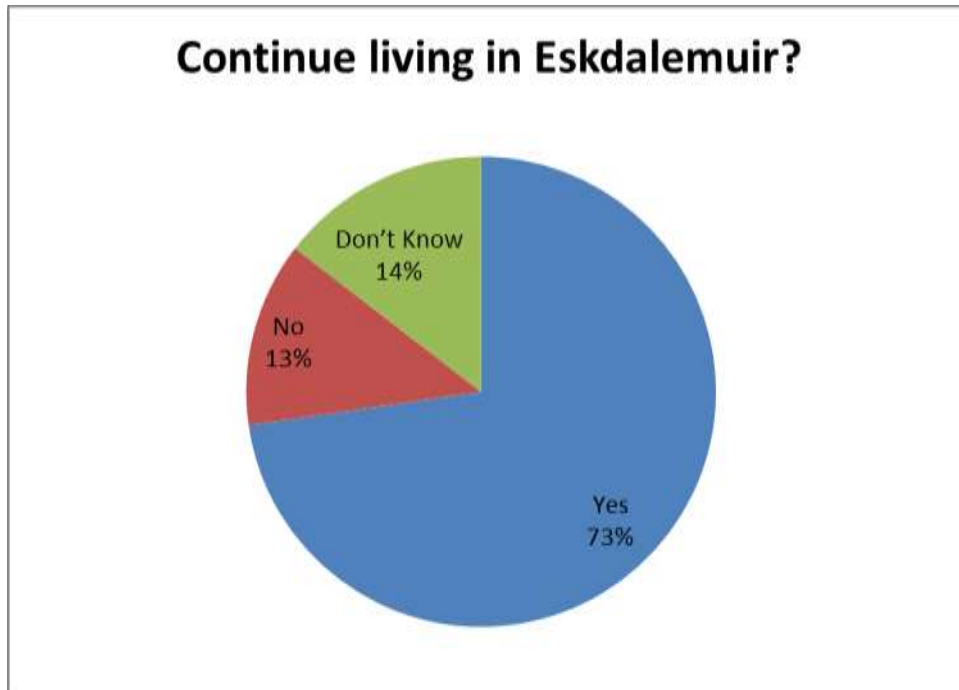
1. What would help you and your family to live a healthy active life in Eskdalemuir?

- Better access to Health & Social Care Services locally e.g. Local GP, local Pharmacy, someone to coordinate care locally - 19 (35%)
- Better maintenance of roads; better transport links; snow clearing and salt spreading on the roads; car sharing - 7 (13%)
- Access to Local classes (Keep fit/Dancing classes/Yoga/Tai chi, Badminton) - 7 (13%)
- Access to fresh food/fruit & Veg - 6 (11%)
- Faster internet access; improved postal service; telephone - 3 (5%)
- Access to a local gym/outdoor gym - 2 (4%)
- Swimming group - 2 (4%)
- Walking group - 2 (4%)
- More walking routes and maintenance of path network - 2 (4%)

2. What important household activities would become difficult if you or another family member were to go through a period of illness?

- Household cleaning - 19 (35%)
- Maintaining fire/fire wood - 15 (27%)
- Shopping 12 (22%)
- Maintaining the garden - 11 (20%)
- Cooking - 8 (15%)
- Animal care - 5 (9%)
- Wheelie bin out to roadside - 5 (9%)
- Pick up prescription; getting to surgery - 3 (5%)
- Personal care - 3 (5%)

3. Would you like to continue living in Eskdalemuir when you become older (pensionable age)?

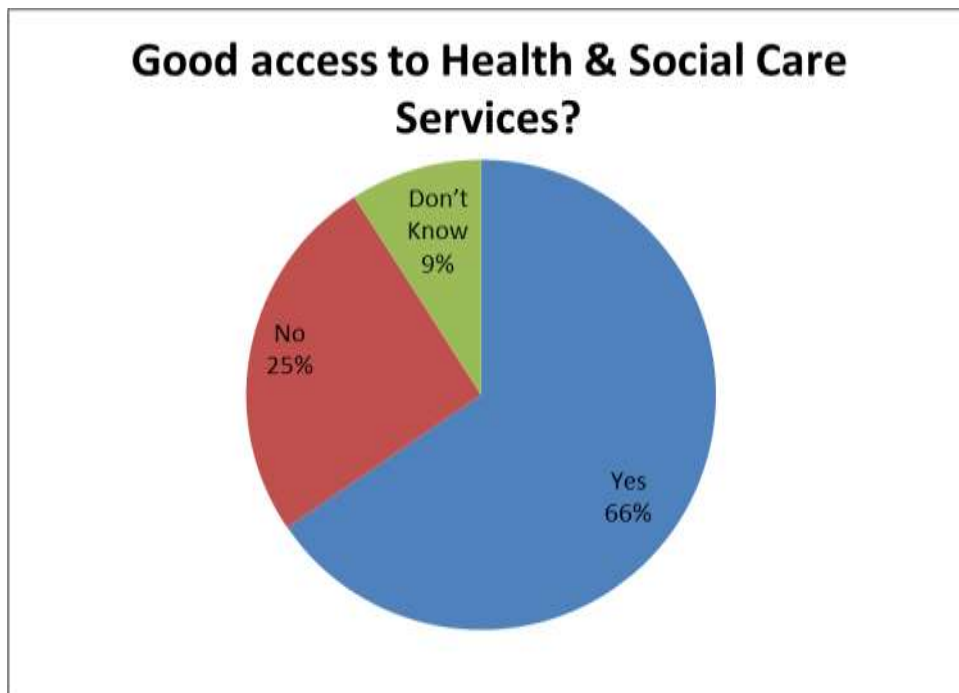


Yes – 40 (73%)	No – 7 (13%)	Don't Know – 8 (14%)
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Do you foresee any difficulties?

- Need better access to Health & Social Care Services - 8 (14%)
- Poor transport links - 10 (18%)
- Social isolation - 7 (12%)
- Property maintenance - 4 (7%)
- Suitable housing for the elderly - 2 (3%)
- Access to emergency services - 2 (3%)

4. Do you and your family have good access to Health and Social Care services?



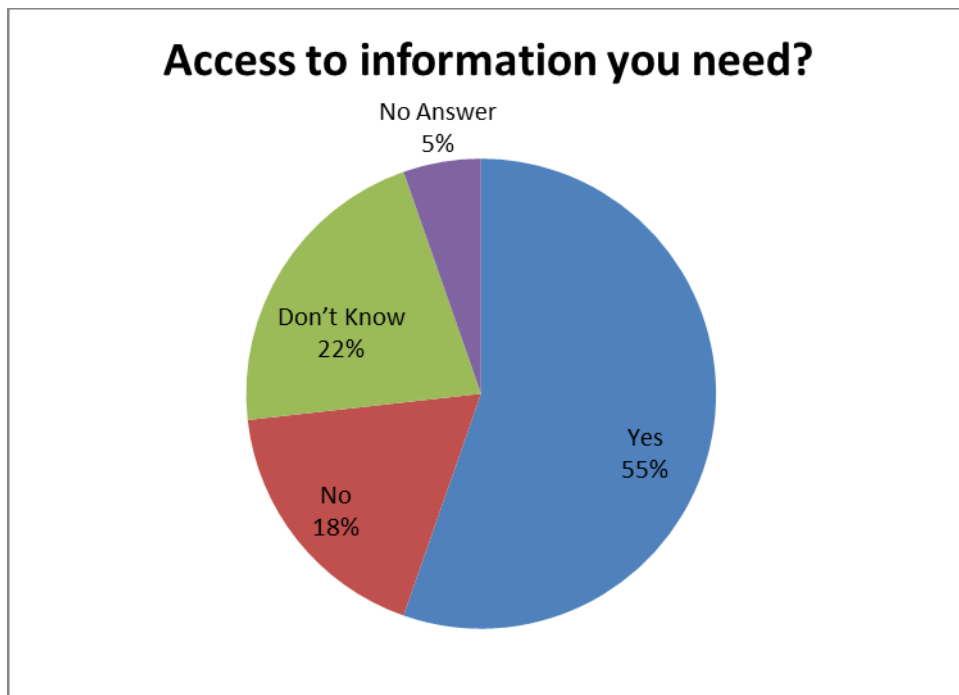
Yes – 36 (66%)	No – 14 (25%)	Don't Know – 5 (9%)
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Comments:

- **No** – “Rural location and geographical isolation means that quick & easy access to Health & Social Care can be compromised.”
- **No** – “Difficulty to get to doctor or hospital as I don't drive.”
- **No** – “Good NHS dentist not available.”
- **No** – “Travel weekly to pick up a prescription – 34 miles return. No social care services appear to be available to elderly, infirm people living in Eskdalemuir.”
- **No** – “It is costly to go to the doctors due to high bus fares (for someone with very little money).”
- **No** – “Need to travel to Langholm (2 buses to get there). Bus fares are expensive.”
- **Yes & No** – “Yes if I can get to town & no if I can't.”
- **Yes** – “At the moment we travel to Langholm.”
- **Yes** – “Health Service in Langholm excellent. Social Care - don't know.”
- **Yes** – “However, quite an effort to pick up a prescription/visit GP.”
- **Yes** – “I have good access to healthcare while I still drive the 18 miles to Langholm. I don't know about Social Care Services. ”
- **Yes** – “Always have to travel to the services – the services never come to me at home and this can be difficult at times and dictates how independent one can be as an older person.”

- **Yes** – “At the moment I can get to Langholm. ”
- **Yes** – “I have a carer to help me, so am very fortunate. ”
- **Don't know** – “Haven't needed them yet so don't know what is or will be available.”
- **Don't know** – “Have no need for them.”

5. Do you have the information you need to make informed decisions about health and social care services?



Yes – 31 (55%)	No – 10 (18%)	Don't Know – 12 (22%)	No answer – 3 – (5%)
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If no or don't know, what can be done to improve the situation?

- “Not really aware of the extent of Health and Social Care Services in the area. All residents should be presented with full details of all the relevant care services that are available.”
- “Leaflets at the Hub. Same as Health Centre.”
- “We don't know what is available.”
- “Because we don't really need anything at the moment we don't really know.”
- “Maybe to make the information available.”
- “More information about Social Care services.”
- “Need a Citizens advice session at the Hub”
- “Generally well informed and able to access info by computer.”
- “Health services yes, don't know what's available from Social Care.”

- “Yes – but that’s because I actively seek out what I need, and know how. But for others, perhaps those who can’t use or don’t have access to the internet it is more difficult. Or are inhibited when it comes to asking for advice.”
- “Need more information about options.”
- “More information to what is available. Occupational Health, Podiatry, Dentist etc.”

6. What health and social care services are you happy with, and think others should know about? (Including statutory and voluntary care services).

- “Food Train”
- “Midwife service is excellent & supportive of home birth”
- “Care Call”
- “GP Practice in Langholm is very good”
- “Emailing prescription requests to the doctors surgery”
- “Dalston Pharmacy allows different people to pick up prescriptions”
- “Stroke Club for people who have suffered a stroke is brilliant”
- “Benefits Agency were extremely helpful and visited me at my home”
- “Victim Support in Dumfries are kind and supportive”
- “NHS Choices is key but don’t know if others are familiar with.”
- “REMAX help with constructing equipment in the home”
- “D&G Carers Centre: good that they are there but all events are in Langholm.”
- “Social Work very helpful.”
- “Counselling Service: Excellent but have to go to Moffat or Annan.”
- “SP Services, very happy with them.”
- “Private Care arrangements work well.”
- “Health Centre in Langholm is most supportive.”
- “The local Health Visitor (Langholm) regularly visits and phones. Families with infants and young children need support.”

7. Any other comments you would like to add?

“A neighbour would like to stay at home, but social services would not allow. We think general help in the home would be welcome, also a handy person to chop wood – garden etc for rural people to stay put.”

“I have been involved in a care group when someone in the village is ill. I have also had care when I came out of hospital. At that time I could pay a person of my choice for up to 15 hrs of care work.”

“As we both work full time we are pretty much able to take care of each other. We are aware that things could change in the future and will reassess as we get older.”

“It’s nice to think that anyone cares enough to ask.”

“At the moment not much of this is relevant to me, but should it be I do not have much idea about where to get information other than through the health centre”

“Having an automated external defibrillator in the HUB, with a list of First Aid Responders.”

“Health and Social Care workers don’t talk to each other enough. There could be more Home Care available.”

“Any volunteering needs to be structured in ‘Good Practice’. Support for volunteering needs to be available.”

“The village needs a surgery and a convenience shop. Also a pub – it would be good for community unity!”

“Consideration should be given to major road improvements (widening roads and reducing corners)”

“Just because people of all ages choose to live in the countryside shouldn’t mean that they forfeit their right to community care when it is needed from the NHS. Perhaps a community plan needs to include an agreement with health care providers that home visiting will be a necessity for an aging population.”

“Security concerns for older people - Ettrickbridge Village has an interesting project – they have a named person who acts as a protection officer and passes on any concerns regarding abuse of the elderly.”

“Social Care locally could create jobs.”

“Could be good to keep a register of helpers and what support they would feel comfortable offering so that a network of helpers could be approached as needed.”

“Very anxious about the future. Won’t be able to maintain costs of running a car and want to stay in my own home.”

“In need of a handyman to do general work around small home.”

“Help with form filling.”

“Help should be discreet at best, kind thoughtful for needs, open to feel what is needed at the time.”

“Think it would be really beneficial if some specialist services could run surgeries at the Hub eg Optician/Chiropodist etc maybe on a monthly basis.”

“We desperately need someone we can call who could direct us, help us with form filling and even point us in the direction of continued care in the community.”

“A small leisure centre would be useful.”

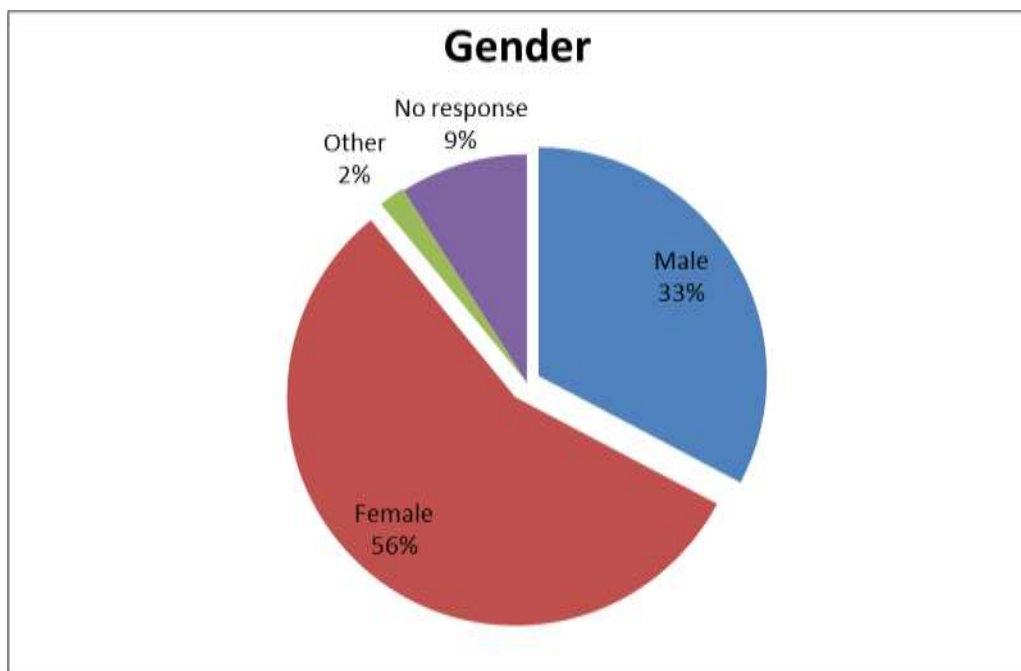
“The cuts in all services over the past years make all potential improvements difficult to materialise. The needs of rural communities will have to be examined by Scottish Govt.”

“ A café please. Perhaps for people living alone who through long dark, wintery nights may feel very low mentally, and perhaps a friendly carer could be available for conversation.”

“ It would be useful if groups encouraging healthy activity and making parents with kids feel included were available e.g. parent and child walks, exercise classed etc.”

“Local GP consultations would be great.”

Who responded?



Male – 18: Female – 31: Other – 1: No response – 5

