

Bracknell Forest Borough Council



# **An Action Plan for Older People in Bracknell Forest 2013-2016**

Bracknell Forest  
Older People's Partnership Board

**Version: Older People Action Plan V2.3.1.Doc**

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Bracknell Forest Council  
[www.bracknell-forest.gov.uk](http://www.bracknell-forest.gov.uk)

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## Introduction

The Bracknell Forest Council Older People's Strategy Action Plan details undertakings which are to be implemented and monitored by the Older People's Partnership Board between 2013 and 2016. Actions which will be implemented take account of the strategic direction outlined in the Bracknell Forest Older People's Strategy which reflects the needs of older people locally.

### ***Priorities for Action***

The consultation of older people and strategic review in Bracknell Forest identified several key priorities for provision taking account of Government policy, relevant research and local need.

1. **Effective prevention in supportive communities** which promote good health, wellbeing, involvement and combat isolation in personally managed ways
2. **Community health and care services working together** to aid recovery and provide ongoing support to reduce the need for acute care
3. **A range of different types of housing** which allows people to remain at home as long as they wish
4. **Good quality information and advice** and straightforward access to health, care and support services
5. **Access to the Internet** and the skills to use it
6. **Better recognition and support for carers**, particularly older carers
7. **Improve community awareness of the needs of older people** and promote volunteering and befriending services
8. **Real choice and control over services** which are fairly priced and affordable and promote self management
9. **Services which are effective, efficient, accessible and of good quality** when and where needed

The main focus of strategic approach will be to promote people's wellbeing and independence and to do everything possible to help older people in a preventative sense, before their needs become acute.

## National Definition of Integrated Care

"I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me"

Source: National Voices, "Integrated Care and Support: Our Shared Commitment", National Collaboration for Integrated Care and Support, May 2013

## Values & Principles



A further value is proposed that **older people in Bracknell Forest are safeguarded** with appropriate policies and procedures to protect their welfare. Bracknell Forest Council has robust safeguarding procedures and a Safeguarding Strategy.

## Integrated delivery

Members of the Older People's Partnership Board will be equally committed to:

- work alongside other local Partnership Boards
- pick up actions which affect Older People from other strategies in Bracknell Forest
- engage with the community of support available in Bracknell Forest to oversee the successful implementation of the action plan. Community support will come from, but not be limited to:
  - Members of the Older People's Partnership Board
  - Relevant local authority functions
  - Relevant voluntary and community sector organisations and groups
  - Relevant service and support providers

## Monitoring success

The actions will be embedded in and assessed against:

- Government criteria for the assessment of local people's health and wellbeing known as Outcome Frameworks and summaries
- Plans and strategies for other relevant partnerships, local authority functions, relevant VCS organisations and groups and relevant service and support providers (and built into agreements and contracts accordingly)

## ***The Action plan – what the headings mean***

### **Priorities**

The Priorities are the same as the 9 priorities set out in the strategy.

<b>Outcomes</b>	<b>What have older people said is important?</b> This section links the action plan to the strategy. The strategy is based on evidence from national policy, local policy and consultation and input from the members of the older people's partnership board.
<b>Actions</b>	<b>What will the Partnership do to achieve the outcomes?</b> This sets out the actions that the Older People's Partnership needs to undertake to achieve the outcomes. This section might set out the gap to be overcome from how things are now to how things need to be.
<b>Lead</b>	<b>Which member of the Partnership will take responsibility for delivering this action?</b> Which individual or organisation is best placed to make change happen?
<b>Timescale</b>	<b>When will the action take place?</b> This may be expressed as a start date, and end date or a deadline.
<b>Measures</b>	<b>What will happen as a result?</b> What measures will be used to reflect the extent or pace of change? If an organisation has a measure against it, they have a vested interest in making sure things improve.

### **Glossary**

ACBF	Age Concern Bracknell Forest
1ASCHH	Adult Social Care, Health and Housing Department (BFC)
BFC	Bracknell Forest Council
BFH	Bracknell Forest Homes
BFVA	Bracknell Forest Voluntary Action
BHFT	Berkshire Healthcare Foundation Trust
CCG	Clinical Commissioning Group
CR&R	Community Response and Reablement Team
OPLTC	Older People and Long-term Conditions Team
PH	Public Health
U3A	University of the Third Age
VCS	Voluntary and community sector (groups and organisations)

## Priority 1: Effective prevention in supportive communities which promote good health, wellbeing, involvement and combat isolation in personally managed ways

### Expected outcomes from work in this area

- Older people will report greater connection to their community and be able to access services
- Trusted community resources will support older people to live and remain independent and safe in the home (p.15)
- Older people will be able to report they can live the life they want and have healthier and fulfilled lives (p11)

What the Board has observed	Where the Board sees gaps
<p>With regard to a <b>register of accessible venues to facilitate and enable community / social events</b>, the Board noted that such a register already existed and the Board would seek to work with the Bracknell Forest Access Group as a matter of course to promote the Disabled Go service</p>	<p>The Board observed that <b>Transport</b> remains an issue preventing people from connecting with their community, despite evidence of a wide range of organisations, schemes and possibilities in the Borough See actions 1.1 and 1.2</p>
<p>The iHub directory was already in place to meet the need for individuals and organisations for <b>relevant and up-to-date information</b> to make choices, manage conditions and plan support and activities (p.15)</p>	<p>The Board will undertake work to ensure that <b>relevant and up-to-date information</b> on the iHub for older people is as comprehensive as possible and will take action under Priority 9</p>
<p>A wide range of evidence of programmes and activities in the community run by groups, organisations, the Council and health services to <b>keep older people keeping fit and well</b> (p.8),</p>	<p>The Board was keen to <b>promote and extend adult learning</b> (p.14), but felt it did not understand the full extent of opportunities for older people in the Borough and needs to find out more See action 1.3</p>
	<p>The Board was keen to <b>improve information and promote regular preventative health checks</b> (p.8, p11), but felt it did not understand the full extent of opportunities for older people in the Borough See action 1.4</p>
	<p>As a result of emerging Census 2011 data, additional research into the Borough's service men and women to determine the extent of needs and issues See action 1.5</p>

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<b>What will be done</b>	<b>Who will take responsibility</b>	<b>When will this happen</b>	<b>What will happen as a result</b>
<p>1.1 So that information is held in one place and accessible to individuals, providers and professionals the Board will seek to encourage transport providers &amp; schemes, particularly for people with disabilities (p11 &amp; 14, EIA) to register on iHub</p>	<p>Phil Ellis-Martin and Dave Rossiter (iHub leads), BFC, Joint Commissioning Team  <b>Who else needs to be involved</b>                      All partners</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• A single repository will be created using the iHub which will be a resource for individuals and organisations Borough-wide</li> <li>• Organisations will become responsible for keeping their own data up to date</li> <li>• Develop key messages for a promotional campaign</li> <li>• Increase the number of transport schemes registered on iHub</li> <li>• More people will report greater awareness of transport options in the Borough</li> <li>• More people will report use of transport provision</li> <li>• More people will report satisfaction with transport provision</li> </ul>
<p>1.2 The Board will promote the Bus Strategy and partners will submit individual responses (<a href="http://consult.bracknell-forest.gov.uk/portal/transport/bus_strategy">http://consult.bracknell-forest.gov.uk/portal/transport/bus_strategy</a>)</p>	<p>Individuals members</p>	<p>15 October 2013</p>	<ul style="list-style-type: none"> <li>• Each Board member will have responded giving their perspective as a representative of the views and experiences of older people</li> </ul>

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<b>What will be done</b>	<b>Who will take responsibility</b>	<b>When will this happen</b>	<b>What will happen as a result</b>
<p>1.3 To ensure opportunities for mental and social stimulation, the Board will invite organisations involved in adult learning to assess the extent to which older people are catered for</p>	<p>The Chairman of the Board will issue invitations</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• Key messages and promotion through Board membership</li> <li>• Increased take up of courses by people aged 50+</li> </ul>
<p>1.4 To support the improvement of information about and better promote regular preventative health checks (p.8, p11) to older people, the Board will invite the Bracknell Forest public health team to present information about preventative health checks</p>	<p>The Chairman of the Board will invite a member of the Bracknell Forest Public Health team</p>	<p>As appropriate to forward plan and diaries</p>	<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• Key messages and promotion through Board membership</li> <li>• Increased take up of regular preventative health checks by people aged 50+</li> </ul>
<p>1.5 To research issues relating to ex-servicemen and women in the Borough and to determine the scope and extent of any needs</p>			<ul style="list-style-type: none"> <li>• The Board will identify and examine new evidence relating to this group</li> <li>• The Board will have the opportunity to comment on the potential impact on this group</li> <li>• The Board will consider future actions to take forward as part of the strategy action plan</li> </ul>



## Priority 2: Community health and care services working together to aid recovery and provide ongoing support to reduce the need for acute care

### Expected outcomes from work in this area

- Older people will report better management of long-term conditions
- Care plans are known in advance and older people only have to tell their story once
- Older people will receive services and support early to prevent and avoid the need for acute care

What the Board has observed	Where the Board sees gaps
Bracknell Forest and Ascot Clinical Commissioning Group and Bracknell Healthcare Foundation Trust are already working in partnership to <b>integrate care pathway planning</b> between CCG and BHFT	To make sure that the views of older people are sought and captured through Board networks, the Board would like to be kept informed of: <ul style="list-style-type: none"> <li>• work around integrated care pathway planning</li> <li>• Government policy in this area</li> </ul> See actions 2.1, 2.2 and 2.5
Work is underway to <b>improve hospital discharge for older people with dementia and stroke</b> through joint work between health and social care services	<ul style="list-style-type: none"> <li>• work relating to hospital discharge</li> </ul> See actions 2.3 and 2.4
Action being taken by health and social care services <b>to deliver end of life care to ensure high standards</b> (p.15)	<ul style="list-style-type: none"> <li>• end of life care policies and programmes</li> </ul> See action 2.6

What will be done	Who will take responsibility	When will this happen	What will happen as a result
2.1 To support work to integrate care pathway planning between BFC, the CCG and BHFT which set out past, present and future care needs and who will be responsible for them (p.14), the Board will invite the partners to present information about these proposals to make sure that the views of older people are sought and captured	The Chairman of the Board will issue invitations		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• Care plans will be known in advance and older people only have to tell their story once</li> <li>• More older people will report greater satisfaction with their care</li> </ul>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result
2.2 To better understand the policy behind the integration of care and how a multi-skilled workforce (p.5) will be achieved, the Board will invite the Council to present information about the Government's policy to integrate health and social care by 2018	The Chairman of the Board will issue an invitation to Mira Haynes	Board decision	<ul style="list-style-type: none"> <li>The Board will have opportunity to comment on the potential impact on older people</li> </ul>
2.3 To better understand issues relating to hospital discharge for older people diagnosed with stroke, the Board will invite presentations from the Integrated Care Partnership Board	The Chairman of the Board will issue an invitation to the Integrated Care Partnership Board	Board decision	<ul style="list-style-type: none"> <li>The Board will have received presentations or policy updates on this programme</li> <li>The Board will learn about the proposals and have opportunity to comment on the potential impact on older people and determine how services could be joined up</li> </ul>
2.4 To better understand issues relating to hospital discharge for older people diagnosed with dementia, the Board will invite presentations from the Dementia Partnership Board	The Chairman of the Board will issue an invitation to the Dementia Partnership Board	Board decision	<ul style="list-style-type: none"> <li>The Board will have received presentations or policy updates on this programme</li> <li>The Board will learn about the proposals and have opportunity to comment on the potential impact on older people and determine how services could be joined up</li> </ul>
2.5 The Board will provide a individual responses to the Department of Health Improving Care Survey to respond to issues relating to coordinated care planning ( <a href="http://consult.bracknell-forest.gov.uk/public/ascteam/dhics/dhics">http://consult.bracknell-forest.gov.uk/public/ascteam/dhics/dhics</a> )	All members of the Board	27 September 2013	<ul style="list-style-type: none"> <li>Board members will be able to summarise the key issues they raised for consideration by the wider Board</li> <li>Board members will have considered the wider Council response to determine impact on this work plan</li> </ul>

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<b>What will be done</b>	<b>Who will take responsibility</b>	<b>When will this happen</b>	<b>What will happen as a result</b>
<p>2.6 To better understand issues relating to end of life care, the Board will invite the Integrated Care Partnership Board to present practice and proposals in this area</p>	<p>The Chairman of the Board will issue an invitation to Dr Shashnar</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The Board will have received presentations or policy updates on this programme</li> <li>• The Board will learn about the proposals and have opportunity to comment on the potential impact on older people</li> </ul>



## Priority 3: A range of different types of housing which allows people to remain at home as long as they wish

### Note from the Board

The Board considers a wide range of different types of housing appropriate to needs will give people choice and will secure safety and independence in the home, however, the Board also believes that this priority should also encompass housing adaptation and assistive technology which are invaluable to quality of life and helping people to live independently for longer in their existing homes.

### Expected outcomes from work in this area

- Older people will report that their housing is appropriate to their needs

What the Board has observed	Where the Board sees gaps
The Board is assured that a considerable amount of work is already being undertaken to <b>help older people secure independence, confidence and safety in the home (p15)</b> through assistive technology and housing adaptation	Older people have identified that they need more information about assistive technology, housing adaptation and support to move homes and downsizing. The Board believes that creating awareness about and promoting assistive technology as a means to <b>help support older people to live and remain independent and safe in the home (p.15)</b> is needed as well as See action 3.1
The Board is aware that Bracknell Forest Council is already taking steps to <b>improve advice and information to older people about finance and housing options as a result of welfare reform</b>	Triggered by welfare reforms, a significant number of older people wanted information, advice and support relating to options around moving home and downsizing See action 3.2
The Council planning department has already approved the <b>extra care scheme</b> on the Garth Hill Site which will provide an holistic approach to care for older people in a community setting	The Board would like to receive regular updates on extra care provision, monitor take up and satisfaction and if and how the planning provisions are being rolled out elsewhere in the Borough See action 3.3
	The Board is aware of a range of support being offered to older people as a result of welfare changes and would like to determine how it can support the promotion of such support for the benefit of as many older people as may need such advice See action 3.4

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What will be done	Who will take responsibility	When will this happen	What will happen as a result
<p>3.1 To promote Assistive Technology and the Sensory Needs Clinic at Bridgewell to support older people to achieve independence and quality of life, the Board will establish a joined up programme of communications</p>	<p>Naoma Dobson, Bracknell Forest Council</p>		<ul style="list-style-type: none"> <li>• The Board will have visited the Sensory Needs Clinic to explore the options available to older people</li> <li>• Key messages and promotional activity will be developed and distributed to the media</li> <li>• Promotional material will be developed and distributed through Board members and their networks</li> <li>• Increased take up of Assistive Technology solutions and housing adaptations</li> <li>• Older people will report that their housing is appropriate to their needs</li> </ul>
<p>3.2 To support those households who need or want to move home, the Board will invite the Bracknell Forest Council Housing section to outline the home share scheme and the freespace relocation service (p10) with a view to promoting the scheme through Board member networks</p>	<p>The Chairman of the Board will issue an invitation to Bracknell Forest Council Housing section</p>	<p>June 2014</p>	<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• Greater promotion and awareness of the schemes</li> <li>• Increased take up of home share scheme and freespace relocation service by people aged 50+</li> </ul>
<p>3.3 The Board will invite the BFH and the Housing section to give an update on the Garth Hill extra care housing scheme to explore how the benefits might be incorporated into future housing developments</p>	<p>The Chairman of the Board will issue an invitation to the Housing section and Bracknell Forest Homes</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> </ul>

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<b>What will be done</b>	<b>Who will take responsibility</b>	<b>When will this happen</b>	<b>What will happen as a result</b>
<p>3.4 To better understand how older people are having their advice and information needs met in relation to welfare reform, the Board will invite advice and signposting organisations to outline their work with a view to promoting the scheme through Board member networks</p>	<p>The Chairman of the Board will issue invitations to relevant organisations identified by the members of the Board</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The Board will learn about diverse advice and information services and have opportunity to comment on how these are promoted widely and consistently to older people</li> <li>• The Board will assess the type of need and demand and distribute (or create as necessary) promotional material for distribution through Board members and their networks</li> <li>• Increased take up of advice and information services</li> </ul>

## Priority 4: Good quality information and advice and straightforward access to health, care and support services

### Expected outcomes from work in this area

- Older people will be enabled to maximise their income and financial wellbeing (p.12)
- Older people will be able to plan for a time when they cannot make decisions for themselves (principle to ensure and protect dignity)
- People who fund their own support have access to information, advice and support according to their needs

What the Board has observed	Where the Board sees gaps
<p>Work is already underway by the Bracknell Forest Council benefits team and also assessment processes when accessing social care to <b>ensure individuals access financial support which they need and are entitled to</b></p>	<p>The Board would like to assurance that people that fund their own support have access to relevant and appropriate information following new provisions in the Care Bill See action 4.1</p>
<p>Bracknell Forest Council Housing team is implementing the local council tax benefit scheme to <b>provide information to older people about council tax</b></p>	<p>As a result of the Health and Social care Act, the Board would like to know more about the information and signposting role of the new Local Healthwatch organisation and how, as the champion of patients and users of social care services, the views of a wide range of older people will be sought and captured. See action 4.2b</p>
<p><b>Information about support and services</b> was raised as an issue in the strategy (p.15), however, the Board is aware that the Care Bill is putting in place provisions to extend the scope and responsibilities of local authorities in this regard and that Bracknell Forest Council is already researching and developing a response to these provisions.</p>	<p>The Board would like to be kept informed of pilot models to deliver CAB services in health and social care settings, how successful the pilots have been and what organisations can learned from reaching older people in this way See action 4.2a</p>
	<p>Specific mention was made in the strategy about access to services from minority ethnic communities. The largest, long-term resident community in Bracknell Forest is the Nepali community and the Board will need more information to determine specific actions to support this community. See action 4.3</p>
	<p>Nearly 100% of respondents to the older people's strategy consultation (and also at the older people's conference) stated they wanted more information and support to prepare and plan for later life. See action 4.4</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result
4.1 The Board will invite Bracknell Forest Adult Social Care teams to outline how the information needs of older people supported by social services and people who fund their own support is to be met under the requirements of the Care Bill	Board decision <b>Who else needs to be involved</b>		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• Satisfaction with information provided to people who fund their own care and support</li> </ul>
4.2 The Board will explore the role of information and signposting providers (such as CAB and Local Healthwatch Bracknell Forest) (p.12)			
4.2.a Bracknell Forest Homes and Citizens Advice Bureau to outline the findings of their pilot programme to provide financial advice and information to people impacted by welfare changes in health and care settings	The Chairman of the Board will invite Rhiannon Stocking-Williams		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• The Board will consider the findings, issues facing older people in health and care settings and how learning can be communicated more widely</li> </ul>
4.2.b Invite Local Healthwatch Bracknell Forest to assure the Board that the information and signposting needs of older people are being met in the design and delivery of this new service	Board decision		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• Key messages and promotion of Local Healthwatch service through Board networks</li> <li>• The Board will consider the findings, issues facing older people in health and care settings and how learning can be communicated more widely</li> </ul>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result
<p>4.3 The Board will source local equalities data indicating issues for the Nepali and other migrant communities around social isolation, awareness and access to services and specific health conditions</p>	<p>Naoma Dobson, Bracknell Forest Council</p>		<ul style="list-style-type: none"> <li>• The Board will source the evidence and update the Equality Screening record for the Older People's Strategy</li> <li>• Consideration of evidence and actions to address specific issues will be determined taking into account cultural and linguistic barriers</li> <li>• Consideration of Board network response to needs of vulnerable groups</li> <li>• Members of the Nepali community and other migrant communities will report improved connectedness to the community, better access to services and support for specific health conditions</li> </ul>
<p>4.4 To promote planning in later life, the Board will assess information relating to such things as advance directive, lasting power of attorney, etc. (p12) and determine a way of communicating this information to older people</p>	<p>Board decision</p>		<ul style="list-style-type: none"> <li>• The Board will take an asset based approach and research support available in the community and set up a Task and Finish group involving members of the Community and community law firms</li> <li>• Key messages and promotional activity will be developed and distributed to the media</li> <li>• Promotional material will be developed and distributed through Board members and their networks</li> <li>• Older people will report that improved satisfaction that their information needs have been met</li> </ul>

## Priority 5: Access to the Internet and the skills to use it

### Expected outcomes from work in this area

- Older people will have access to electronic information according to their needs and preferences (p11)
- Older people will have access to support and learning opportunities, relevant to the ways in which they wish and need to access online information

<b>What the Board has observed</b>	<b>Where the Board sees gaps</b>
<p>The Board is aware that much work is being undertaken by a range of organisations to increase access to the Internet although this work, and advances in this area, appears to be disjointed.</p>	<p>The Board would like to see the development of a more co-ordinated approach and better support for people to access information on the internet directly or through enabling mechanisms.</p> <p>This will help people who cannot or do not want to access the internet but who nevertheless need online information to make decisions about their health and social care.</p> <p>The Board would like to learn more about what technologies are more or less acceptable to older audiences so that approached to reaching older people and empowering them with new technologies can be learned.</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result
<p>5.1 To develop, support and promote the use of the Internet that matches needs and demand (p11) the Board will take an asset based approach and set up a Task and Finish group involving members of the community and Board members who will:</p>			
<p>5.1.a the Lifelong Learning Service (Adult Learning) to find out more about IT courses and to determine how the needs of older learners are considered and met in the development and design of courses with a view to promoting courses more widely</p>	<p>The Chairman of the Board will issue and invitation to the Bracknell Forest Lifelong Learning Service (Adult Learning) team</p>		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• The needs of older people and usage of internet technology by older people in Bracknell Forest will be clearer</li> <li>• The Board will have visited the Lifelong Learning Service (Adult Learning) courses for older people</li> <li>• Key messages and promotional activity will be developed and distributed to the media</li> <li>• Promotional material will be developed and distributed through Board members and their networks</li> <li>• Increased number of people 50+ attending free IT courses</li> <li>• Increased number of people reached through outreach / digital inclusion</li> </ul>
<p>5.1.b Explore how information and signposting organisations are enabling access to online information for people who cannot or do not wish to access the internet so that practice examples can be promoted</p>	<p>The Chairman of the Board will issue and invitation to Bobby Mulheir, Bracknell Forest Council who is leading on this area <b>Who else needs to be involved</b> BFH Age Concern</p>		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• Case studies and examples of good practice (e.g. Age Concern pilots and programmes) can be developed for distribution to other organisations</li> <li>• The Board will develop an understanding of the IT that is acceptable to and is likely to be used by older people</li> <li>• Organisations will report increased use of diverse technologies to search information online, in particular from the iHub</li> <li>• IT use will increase in day centres</li> <li>• Trainers and volunteers better</li> </ul>

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<b>What will be done</b>	<b>Who will take responsibility</b>	<b>When will this happen</b>	<b>What will happen as a result</b>
			trained to help older people access internet technologies to provide information <ul style="list-style-type: none"><li>• Information will be developed about "Apps" of benefit to older people</li><li>• Increased use of IT by people 50+ in communal areas, e.g. libraries, sheltered schemes</li></ul>



## Priority 6: Better recognition and support for carers, particularly older carers

### Expected outcomes from work in this area

- Older carers will report greater support in their caring role
- Carers will know how much money they are entitled to for care and support needs
- Carers will report their needs have been recognised and appropriate support and information has been offered

What the Board has observed	Where the Board sees gaps
<p>A Borough-wide Carers' strategy is in place and the issues raised in the Older People's Strategy are covered in that document.</p> <p>In particular, the Board is assured that there is <b>provision for respite</b> in the Borough, <b>support for ex-carers</b> through the ex-carers programme and support to maximise income for carers to <b>support financial needs and social independence</b></p>	<p>The Board believed that it would be helpful to be kept informed of the progress to deliver the Carers strategy to ensure that the views and experiences of older carers continue to be taken into account and that new provisions relating to carers set out in the Care Bill are considered from an older carer's perspective.</p>

What will be done	Who will take responsibility	When will this happen	What will happen as a result
<p>6.1 To understand how older carers' needs are being met, the Board will seek a progress report on the Borough Carers strategy with a view to presenting new evidence, identifying gaps or supporting the delivery of the strategy outcomes</p>	<p>A person nominated by the Board</p> <p><b>Who else needs to be involved</b></p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The Board will consider the progress and how issues facing older carers are being addressed</li> <li>• Members of the Board will promote support more widely through their networks</li> <li>• Members will consider what resources they can bring to bear to ensure greater outcomes can be achieved for more people</li> <li>• Satisfaction of carers in relation to their understanding of new provisions in Care Bill affecting them</li> <li>• Satisfaction of carers about the level of inclusion in discussions relating to decisions that impact on them</li> </ul>



## Priority 7: Improve community awareness of the needs of older people, and promote volunteering and befriending services

### Expected outcomes from work in this area

- Older people will report they feel valued with opportunity to contribute meaningfully with their community
- Older people will feel visible, listened to and heard and perceptions of old age and older people will change (pp.5 & 7)
- Older people will report improved understanding of the issues affecting older people by service providers and the wider community
- Older people will report feeling valued (principle of strategy)

What the Board has observed	Where the Board sees gaps
<p>The Board is aware of many examples of <b>volunteering</b> in the community such as <b>befriending</b>, neighbourhood action, natural networks (to name but a few)</p>	<p>The Board recognises how valuable time giving schemes are and would like to see these opportunities for older people extended and increased as the value in terms of mental and social wellbeing are well documented. See actions 7.1a and 7.1b</p>
<p>To ensure that individuals and organisations are suitably <b>trained to consider the needs of and to communicate effectively with older people</b> so that older people may connect confidently with the wider community, the Board has already fed into the work of the Access Group to promote the needs of older people, people with long-term conditions and people with disabilities.</p>	<p>The Board would like to be kept up to date with the work of the Access Group and to ensure that Bracknell Forest is a community that is respectful of older people. See actions 7.2 and 7.3</p>
	<p>The Board will make a commitment to responding to consultations as knowledge and capacity will allow to ensure the views and voice of older people are heard in national and local decision making See action 7.4</p>

**Bracknell Forest Council Older People's Strategy Action Plan 2013-2016**

What will be done	Who will take responsibility	When will this happen	What will happen as a result
<p>7.1 To promote volunteering (p.14, EIA) and befriending to improve social connectedness, the Board will:</p>	<p>Board decision <b>Who else needs to be involved</b></p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• Increase in the number of volunteers aged 50+ above currently reported figure of 65%</li> <li>• Increase in the number of hours volunteered by people aged 50+</li> <li>• Older people aged 50% taking part in more diverse volunteering opportunities</li> <li>• Increase number of bids or funds drawn down to support volunteering / mentoring schemes</li> <li>• As a result of volunteering, more older people reporting:               <ul style="list-style-type: none"> <li>• less risk aversion</li> <li>• feeling empowered to take part in community events and development and activities in the community</li> <li>• improved mental wellbeing</li> <li>• improved social wellbeing</li> </ul> </li> </ul>
<p>7.1.a Review befriending schemes in the Borough and specifically, ask BFVA and Bracknell Forest Homes to report progress on findings of their befriending programmes in residential care settings</p>	<p>The Chairman of the Board will issue and invitation to BFVA and BFH</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The Board will consider the findings, and how learning can be used to promote volunteering and befriending opportunities</li> </ul>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result
<p>7.1.b Ask the Local Economic Partnership to present its proposals for providing older people with opportunities to use their life skills, knowledge and experience in meaningful and productive ways to maintain mental, social and economic wellbeing of older people</p>	<p>The Chairman of the Board will issue and invitation to Peter Smith, LEP</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The views of older people will have been considered in the development of action plans and programmes to deliver the Local Economic Partnership Strategy</li> <li>• The Board will have played an active part in the development of schemes such as skills, knowledge and time banking</li> <li>• Older people will report satisfaction with opportunities to maintain or improve mental, social and economic wellbeing</li> </ul>
<p>7.2 The Board will receive regular status reports on the work of the Access Group in order to promote the views of older people</p>	<p>The Chairman of the Board will issue and invitation to Cllr Cliff Thomson</p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• The views of older people will be heard in the development of programmes and projects set up by the Access Group</li> <li>• Older people will report satisfaction that their views have been heard and taken into account when developing services for older people</li> </ul>
<p>7.3 The Board will establish a dignity code to promote understanding of the basic expectations of older people when interacting with services</p>	<p>Board decision <b>Who else needs to be involved</b></p>	<p>Board decision</p>	<ul style="list-style-type: none"> <li>• A dignity code will be produced and promoted</li> <li>• A commitment to adoption will be sought from the Borough Council with a view to promoting the wider adoption by other community organisations</li> <li>• Monitoring against the standard will be reported through engagement and consultation with the public</li> <li>• Older people will report satisfactory experiences when interacting with organisations and individuals who have been suitably trained in the needs and communications needs of older people</li> </ul>

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<b>What will be done</b>	<b>Who will take responsibility</b>	<b>When will this happen</b>	<b>What will happen as a result</b>
<p>7.4 The Board will seek to provide a partnership response to future consultations to ensure the views of older people in Bracknell Forest are heard in developing policies, plans and strategies nationally and locally</p>	<p>The Chairman of the Board will identify a lead member as appropriate</p>	<p>As appropriate to individual consultations</p>	<ul style="list-style-type: none"> <li>• Information will be gathered from the Board network and a response will be submitted by the required deadline</li> </ul>

## Priority 8: Real choice and control over services which are fairly priced and affordable and promote self management

### Expected outcomes from work in this area

- Older people will be able to express their needs and be confident that their views have been taken into account when determining their support options

What the Board has observed	Where the Board sees gaps
Adult social care processes for assessing financial need in <b>care assessments, reviews and support planning</b> are in place and are robust	The Board would like to seek assurance that new provisions in the Care Bill around funding of care and local implementation take into account the needs of older people.

What will be done	Who will take responsibility	When will this happen	What will happen as a result
8.1 To understand the financial implications of the Care Bill on older people in the Borough for impact on care planning, personalisation, personal budgets, enabling direct payments, the Board will invite Bracknell Forest adult social care teams to outline the policy and local response	The Chairman of the Board will issue and invitation to Neil Haddock, Bracknell Forest Council		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> </ul>
8.2 The Board will explore creative uses of personal budgets (including the use of E+ cards) to allow people flexibility & freedom of choice as to how personal budgets are used to improve quality of life	Naoma Dobson, Bracknell Forest Council		<ul style="list-style-type: none"> <li>• The Board will develop key messages for a promotional campaign</li> <li>• More people will become aware of, demonstrate interest in, and exhibit the innovative use of personal budgets to support quality of life choices</li> </ul>

## Priority 9: Services which are effective, efficient, accessible and of good quality when and where needed

### Expected outcomes from work in this area

- Older people will have relevant and up-to-date information they need to make choices, manage their conditions and plan their support and activities (p.15)
- The views of older people are sought and valued in the commissioning process

What the Board has observed	Where the Board sees gaps
<p>To <b>improve awareness of support in the community</b>, the Borough already maintains an iHub – an online directory of services which can be accessed by the individuals, providers and professionals. Because it is web enabled, it can be accessed practically anywhere and information can be printed by individuals who have online access or distributed to individuals who do not. This project is already being taken forward by the Borough Council.</p>	<p>Older people have indicated that they would like information about services relevant to them in one place, the Board will explore use of the iHub to make this an accessible resource regardless of online status or abilities See action 9.1</p>
	<p>As a result of the Health and Social care Act, Local Healthwatch organisation are intended to seek out, capture and represent the view of patients and users of social care services, in the commissioning of services. The Board would like to find out more about the statutory mechanisms for doing so and to ensure the voice of older people is heard. See action 9.2a</p>
	<p>GP surgeries are often the first point of contact with health services, the Board would like to understand how Patient Reference Groups will ensure the views of older people are heard and actioned in the commissioning of GP services in communities See action 9.2b</p>
	<p>As a result of the Health and Social Care Act and proposals in the Care Bill, there are many changes to the health and social care services. The Board would like to analyse the public response to determine how continuous improvement in services can be achieved for people over 50. See action 9.3</p>

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What will be done	Who will take responsibility	When will this happen	What will happen as a result
<p>9.1 With a view to developing a directory of community support and services (EIA) (p10) relevant to older people, the Board will undertake a census of activities targeted at or of benefit to older people from across the Partnership and encourage organisations, schemes and projects to register on the iHub</p>	<p>Board decision <b>Who else needs to be involved</b> Phil Ellis-Martin and Dave Rossiter (iHub leads)</p>		<ul style="list-style-type: none"> <li>• The Board will support any promotional programme, and inform it of the views and needs of older people to ensure campaigns are successful</li> <li>• The Board will encourage members to sign up to and maintain information on the iHub and to promote the iHub through member networks</li> <li>• Increase the number of schemes registered on iHub which are relevant to older people</li> <li>• More people will report greater awareness of support and services available to them in the Borough</li> </ul>
<p>9.2 To ensure the views of older people are sought and valued, the Board will:</p>			
<p>9.2.a Invite Local Healthwatch Bracknell Forest to outline how Enter and View powers might be delivered and how records of issues reported to Local Healthwatch (e.g. comments and complaints) might be acted upon for the continuous improvement of health and social care services for older people</p>	<p>The Chairman of the Board will issue an invitation to Local Healthwatch</p>		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• The Board will review the LHW annual report to take a view on how older people's issues have been identified, assessed and to determine what support LHW might need to progress issues relating to older people</li> </ul>
<p>9.2.b Invite the lay-person for Patient and Public Involvement for the CCG to outline how the views of older people are captured and taken into account for the improvement of services in GP services (p11)</p>	<p>The Chairman of the Board will issue an invitation to Karen Maskell, Lay Person CCG</p>		<ul style="list-style-type: none"> <li>• The Board will have opportunity to comment on the potential impact on older people</li> <li>• The Board will review the LHW annual report to take a view on how older people's issues have been identified, assessed and to determine what support LHW might need to progress issues relating to older people</li> </ul>

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<b>What will be done</b>	<b>Who will take responsibility</b>	<b>When will this happen</b>	<b>What will happen as a result</b>
<p>9.3 The Board will review, annual reports, quality accounts, local accounts, comments and complaints data, and any other mechanisms for recording or reporting the experience of users of health and social care services aged 50+ to assess issues of concern to older people</p>	<p>The Chairman of the Board will invite reports from:                      LHW annual report                      FT PALS mechanisms                      Adults Complaints Manager                      ASCHH Performance Team                      Naoma Dobson in relation to feedback on assessments                      Local account</p>	<p>“Feedback from older people on interactions with social care report”                      October 2013                      April 2014</p>	<ul style="list-style-type: none"> <li>• The Board will identify mechanisms in the local community that are relevant to achieving the action</li> <li>• The Board will analyse comments, complaints and concerns</li> <li>• The Board will provide comment on the potential impact on older people and suggest corrective action</li> <li>• Older people will report future satisfaction with services they have received</li> </ul>

## DRAFT Forward Plan 2013-2016

**Key:**

**Discussion** To seek recommendations from the Board to inform policy and practice

**Decision** To seek a decision from the Board in relation to the stated outcomes

**Information** To inform the Board of matters of relevance to the members

Topic	Outcome and impact on action planning for Older People	Action Plan Reference	Meeting Date	Year
Consideration of revised equalities screening as a result of Census 2011 and other research	Decision	Relates to all priorities	Sept	2013
Response to consultations	Decision	Where relevant	Where applicable	
Census of transport schemes and iHub registration	Decision	1.1		
Bus strategy response	Discussion	1.2		
Adult Learning opportunities in the Borough	Discussion	1.3		
Preventative Health Checks	Discussion	1.4		
Integrated care pathways	Discussion	2.1		
DH policy on integrated care by 2018	Discussion	2.2		
Hospital discharge for people with Stroke	Discussion	2.3		
Hospital discharge for people with Dementia	Discussion	2.4		
Department of Health Improving Care Survey	Discussion	2.5		
End of life care	Discussion	2.6		
Sensory Needs Clinic	Decision	3.1		
Freespace allocation scheme	Discussion	3.2		
Extra Care Housing	Discussion	3.3		
Welfare reform and information	Decision	3.4		

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provision				
Care Bill – people who fund their own care	Discussion	4.1		
Advice services in health settings	Discussion	4.2a		
LHW design and delivery	Decision	4.2b		
Needs of Nepali and other migrant communities	Decision	4.3		
Planning in later life	Decision	4.4		
Lifelong Learning IT education provision	Decision	5.1a		
Using IT to access information for older people	Decision	5.1b		
Report on progress of Carers Strategy implementation	Discussion	6.1		
Review of befriending services	Discussion	7.1a		
Mobilising knowledge assets of older people	Discussion	7.1b		
Report on progress of Access Group	Discussion	7.2		
Proposals for a Dignity Code for Bracknell Forest	Decisions	7.3		
Provisions of Care Bill	Discussion	8.1		
Innovation in use of personal budgets	Decision	8.2		
Directory of services on iHub	Decision	9.1		
Local Healthwatch and improving the experience of older people	Discussion	9.2a		
Patient Reference groups and improving the experience of older people	Discussion	9.2b		
Review of comments and complaints systems	Decision	9.3		

## Version Control

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Activity	Version	Owner	Date
Amendments to the Plan following the second meeting of the Task and Finish Group (20 August 2013) Draft forward plan added to give an at-a-glance indication of the Board work programme	2.3 2.3.1 (includes all track changes)	Kiethna	20/08/2013
Amendments to the Plan following first meeting of the Task and Finish Group (July 2013)	2.2	Kiethna	9/8/2013
Comments incorporated from: <ul style="list-style-type: none"> <li>• Amanda Waters, Bracknell Forest Lifelong Learning Service (Adult Learning) and Mark Sanders, BFC ASCHH Development Manager</li> <li>• Madeline Diver, representing Citizen's Advice Bureau Bracknell and District</li> <li>• Maggie Gibbons, BF Community Engagement and Equalities team</li> <li>• Simon Hendy, Chief Officer: Housing</li> <li>• Bob Pennell and Tracey Hedgecox, Age Concern Bracknell Forest</li> <li>• Bracknell Forest Homes, Housing &amp; Community Services Director via Karen Lugg</li> <li>• PH references approved by Lisa McNally via email</li> </ul>	2.1	Kiethna	5 July 2013
Comments from June OPP Board incorporated: <ul style="list-style-type: none"> <li>• Add columns for target and progress against measures</li> <li>• Identification of actions already being undertaken in other BFC plans and strategies, marked and separated</li> </ul>	2.0	Kiethna	11/6/2013
Comments added from BFC ASCHH, Joint Commissioners and Community Response and Reablement Team Manager, Head of Long-term Community Support and Continuing Health Care	1.1	Kiethna	24/5/2013
Document created for presentation to OPP Board 5 June 2013	1.0	Kiethna	8/5/2013