

East Dunbartonshire Health and Social Care Partnership

# Local Area Co-ordination for Older People

Issue 2



Annual Newsletter 2023-24



# Who are the Local Area Co-ordinators for Older People?

**East Dunbartonshire Health and Social Care Partnership (HSCP) has a team of Local Area Co-ordinators specifically employed to work with older people. There is one full time Co-ordinator and two part-time Co-ordinators. The team has been in place since March 2019.**



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## **Carol**

Carol is a full-time Local Area Co-ordinator who works Monday to Thursday and centres her work on the West locality which includes Bearsden, Balmore and Milngavie.

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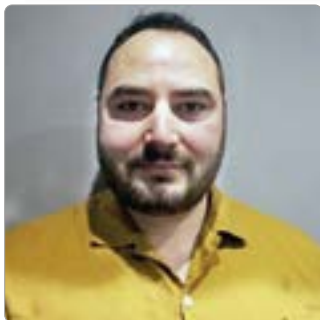
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## **Lynne**

Lynne works on Monday, Tuesdays and Wednesday mornings and covers the East locality which includes Bishopbriggs, Kirkintilloch, Lenzie and various villages.

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## **Dan**

Dan also covers the East locality and works on Wednesday afternoons, Thursdays and Fridays.

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# What do we do?

The team have a strong understanding of the challenges faced by older people and their carers. They are committed to enhancing the lives of older people and support capacity building at an individual, family and community level. Local Area Co-ordinators identify, connect, develop and lead strong partnership working with local communities, fostering links with voluntary organisations, statutory agencies and other stakeholders to improve connections and develop pathways within local communities. They will support the older person to identify issues that affect their ability to live well and will work with the individual to help them access community assets and services that would best meet their needs.

Members of the team will work with individuals to help identify suitable local resources and assets and connect the older person to their community. They work closely with local community groups and third sector organisations.



# What is Social Support?

**Social Support can mean different things to different people. People have different types of circles of support, for example; family, friends, faith connections, community clubs and groups, but everyone benefits from some kind of social support in their lives. It provides opportunities to have others to turn to in times of need or crisis. Social support can enhance a person's quality of life having a positive benefit impact on their physical health and mental wellbeing. It can also be about shared interests, strengthening your own and others skills, sharing those skills with others, providing mentoring and teaching opportunities to others, and opportunities to learn new skills.**

Social support for people without significant formal care needs can be delivered in the community by connecting individuals to local clubs and groups that are organised and run by volunteers.

For those individuals who are unable to attend a local club or groups, even with volunteer support, because of the type of support they require (for example personal care) the HSCP will undertake an assessment of need. This will determine whether the older person is eligible for formal social support, for example, delivered in a formal day centre with access to social care staff who can provide personal care support.

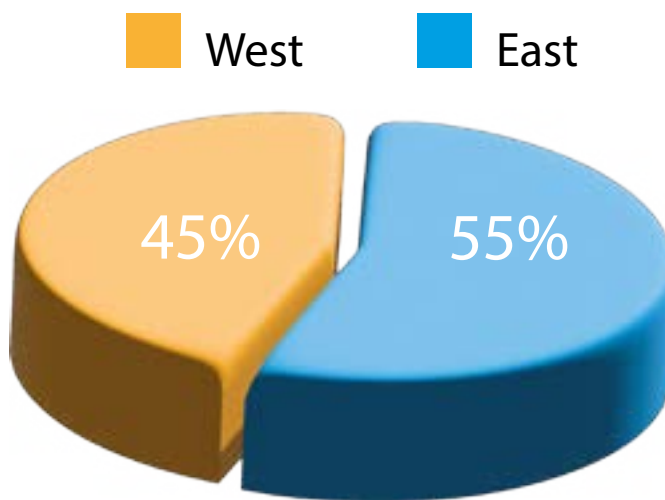


# Who do we work with?

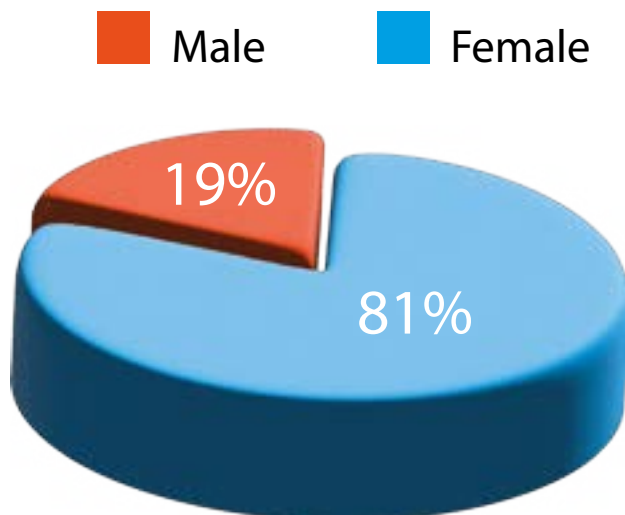
The team work with a variety of people across the authority. These can include third sector organisations, places of faith, and community centres. However, a significant portion of their working week is focused on helping older people explore local community social support opportunities or assessing older people for formal support. This can also involve working in partnership with families, unpaid carers and our third sector partners.

In 2023 - 2024 the team received 365 referrals. The referrals were a mixture of requests to assess individuals for formal support, whilst others focused on asking the team to help older people connect with their local communities.

**2023 - 2024 –  
Referrals to the Older People Local Area Co-ordination Team:**

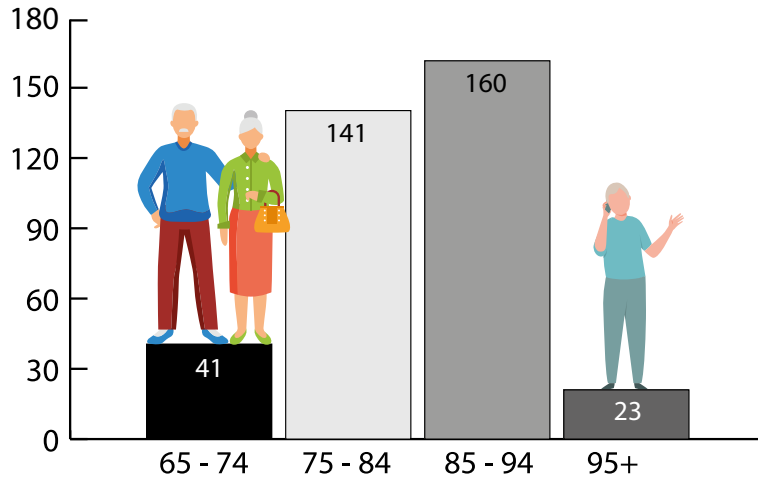


No. of Referrals to the team broken down by Locality



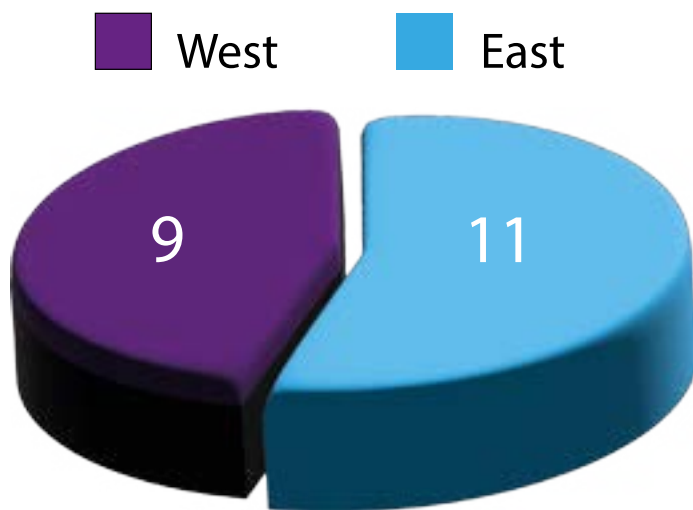
No. of Referrals to the team broken down by Gender

No. of Referrals broken down by age range

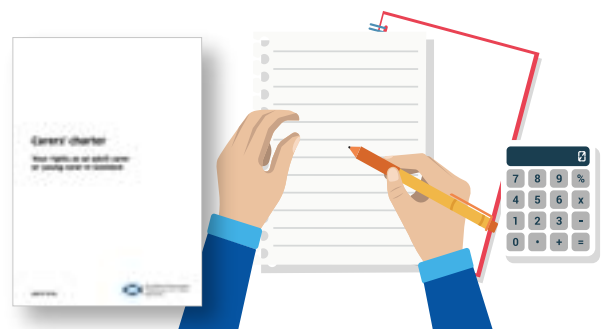
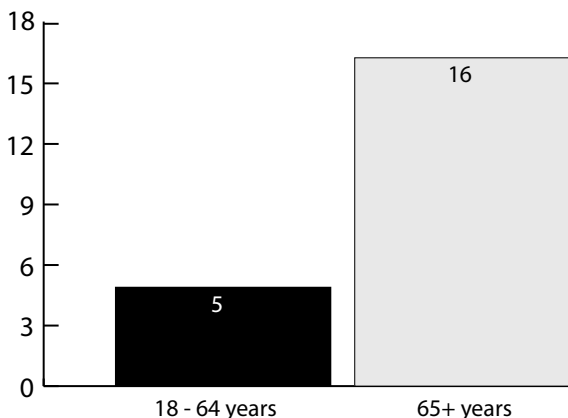


The team also work in partnership with unpaid carers, supporting carers to identify their own needs and outcomes. The Carers (Scotland) Act 2016 extends and enhances the rights of carers in Scotland to help improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring. One of the legislative duties within the Act is that HSCP's should ensure that unpaid carers' needs and outcomes are recorded in an Adult Carer Support Plan, where this is the wish of the carer.

During 2023 - 2024 the Older People Local Area Co-ordination Team supported 21 unpaid Carers through the completion of Adult Carer Support Plans and Reviews of Adult Carer Support Plans.



No. of Adult Carer Support Plans completed by the Team - broken down by Locality



No. of Adult Carer Support Plans completed by the Team - broken down by age range



# What have customers and carers told us?

During 2023/2024 the team have received a number of comments from customers and carers about the work they have undertaken with individual older people. This work included assessing and support planning with customers who were eligible for formal social support, and introducing other customers to local clubs and groups.



# Our Consultation Survey



**The team undertook a consultation survey for all the customers throughout 2022-2023 where those individuals had been signposted or referred to local community groups and clubs. The feedback was, similar to the year before, much lower than expected and did not provide us with reportable analysis. The team are going to consider alternative ways of gathering feedback which will be reported in next year’s newsletter.**

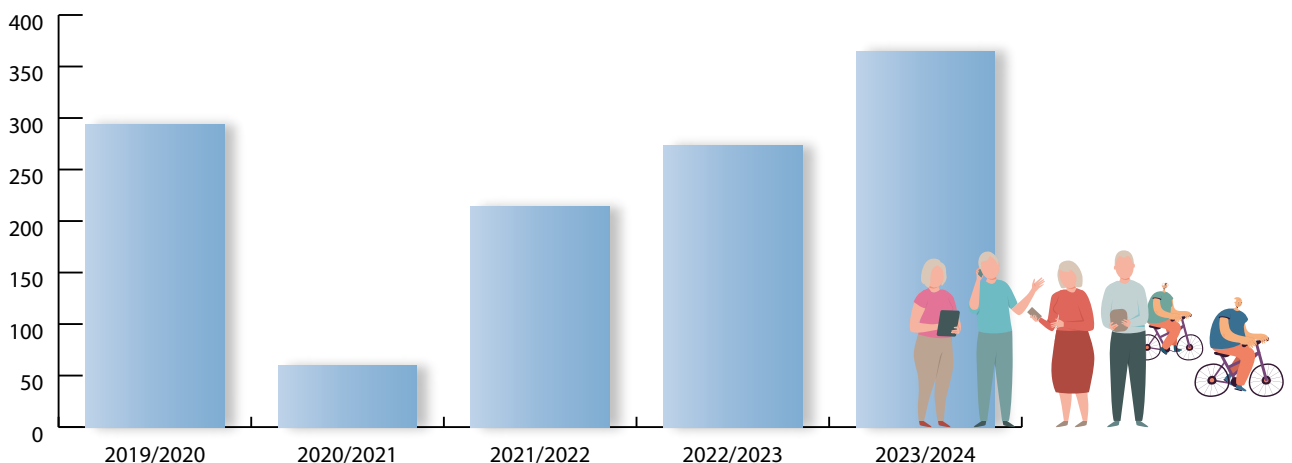
It is our intention to undertake a consultation survey every year, with customers and their carers, to help us understand the impact that attending community resources has for older people. The next survey will take place in the summer of 2024.

## What we have learned?

Over the last year (2023 – 2024) the service has seen an increased number of referrals for older people who continue to have been significantly impacted by the pandemic.

However, we have also seen a significant increase in the number of referrals to the team where the older person wished to reconnect with their community and wanted support to identify suitable community groups and clubs that they could attend in their locality.

No. of Referrals to the Service each year



n.b: 2019/2020 included referrals from 2018/2019 which were awaiting the establishment of the Local Area Co-ordinators Team





We have learned from our experience over the past few years the importance of helping older people to establish links with their local community at an earlier stage in the ageing journey. We recognise that socialisation and interacting with peers can have a positive impact on both physical health and mental wellbeing.

There are lots of ways that people can improve their social support opportunities and there are various organisations that can provide information and advice.

However, there are ways that individuals can improve their own social support opportunities such as:

- Explore the use of technology
- Follow your interests
- Be pro-active, seek out people or groups
- Get together a group of like-minded people with similar interests
- Improve your own strengths and skills

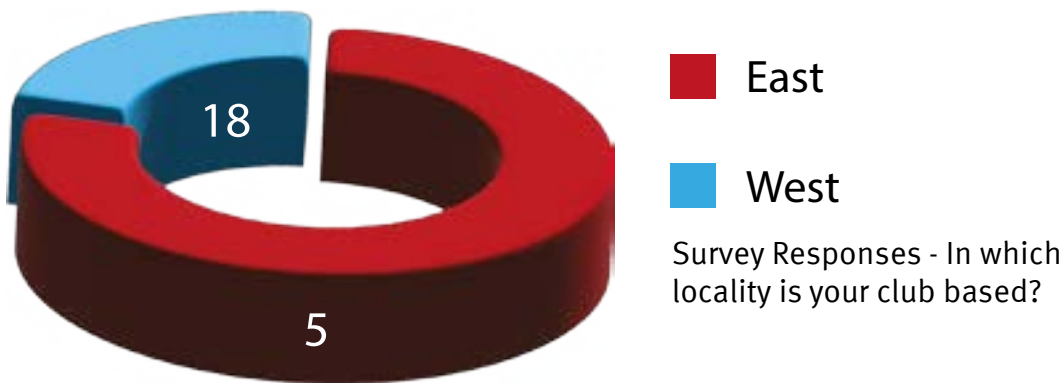


## The impact of attending local clubs and groups:

**East Dunbartonshire HSCP and their partners, East Dunbartonshire Voluntary Action (EDVA) and Take Ctrl East Dunbartonshire recognise that the local clubs and groups, run to support older people, throughout East Dunbartonshire, makes a significant impact on each person's life.**

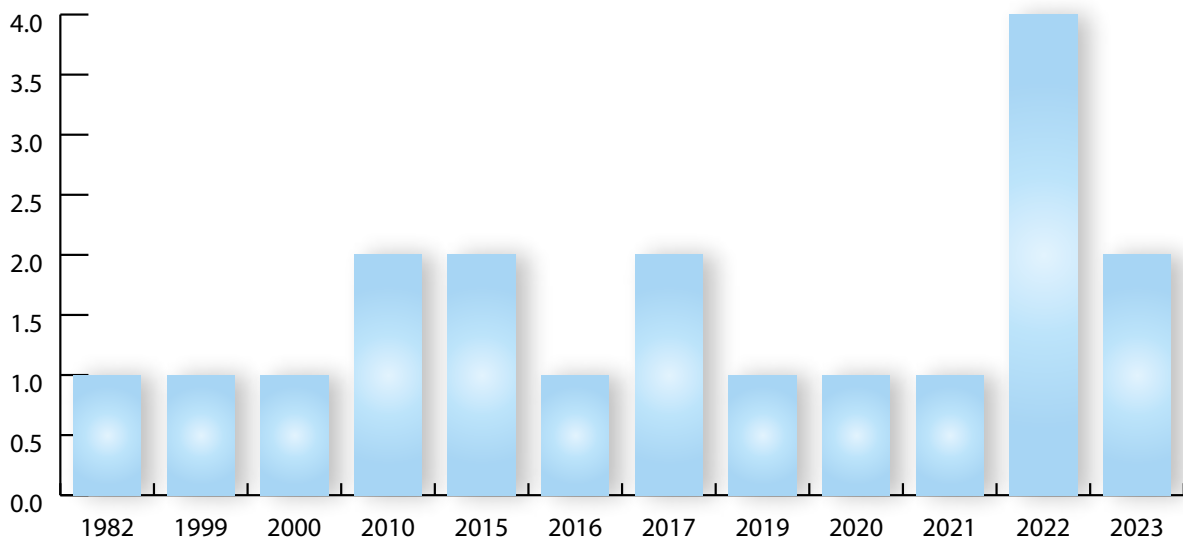
In November 2023, we invited individuals who run these groups, dedicated to supporting older people, to help us to recognise the impact attending these local community assets has for both those who attend and the volunteers who support each group. During two stakeholder sessions we were able to devise, in partnership, an annual survey that will help us to understand the impact volunteer led community groups and clubs have on older people's lives.

The survey was issued in March 2024 and the HSCP received 20 completed surveys. The results included:

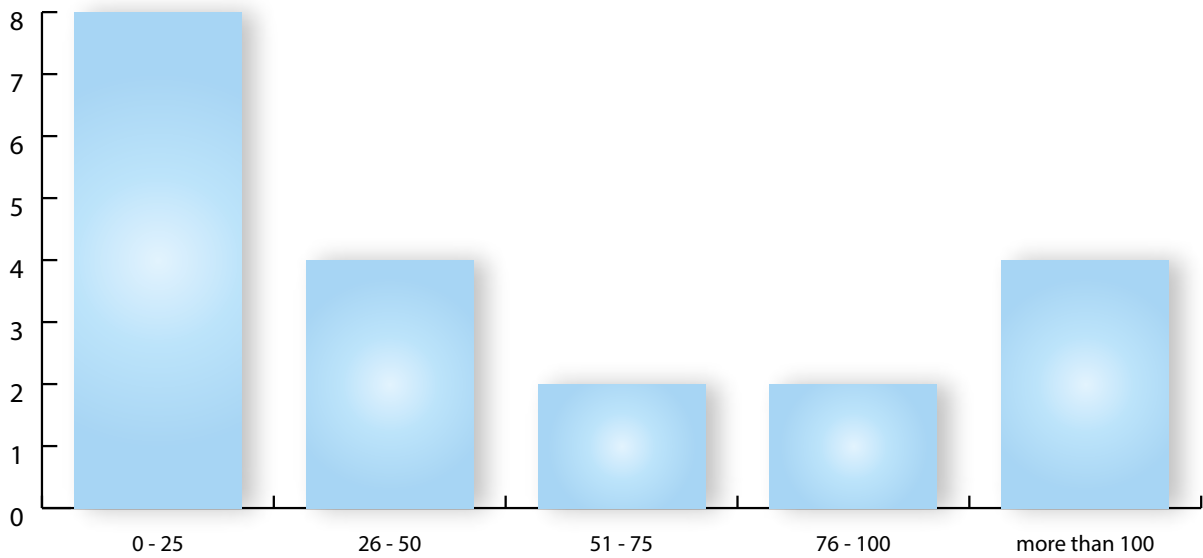


n.b: Some community assets deliver across both localities

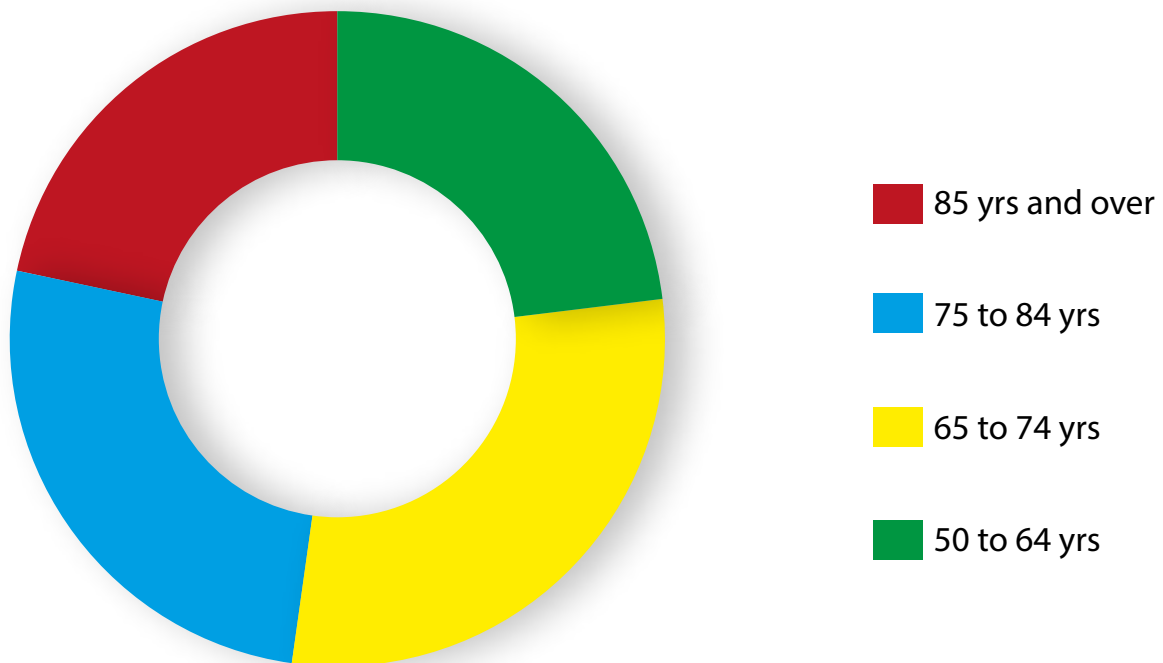
In what year was your club/group established?



### How many members does your club/group have?

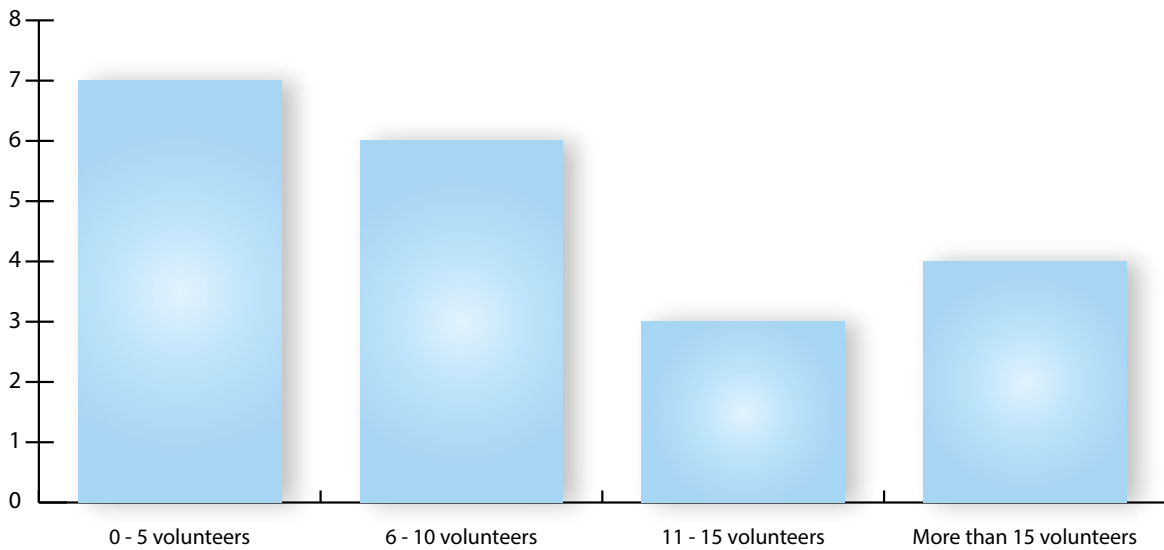


### What are the age ranges of your members?

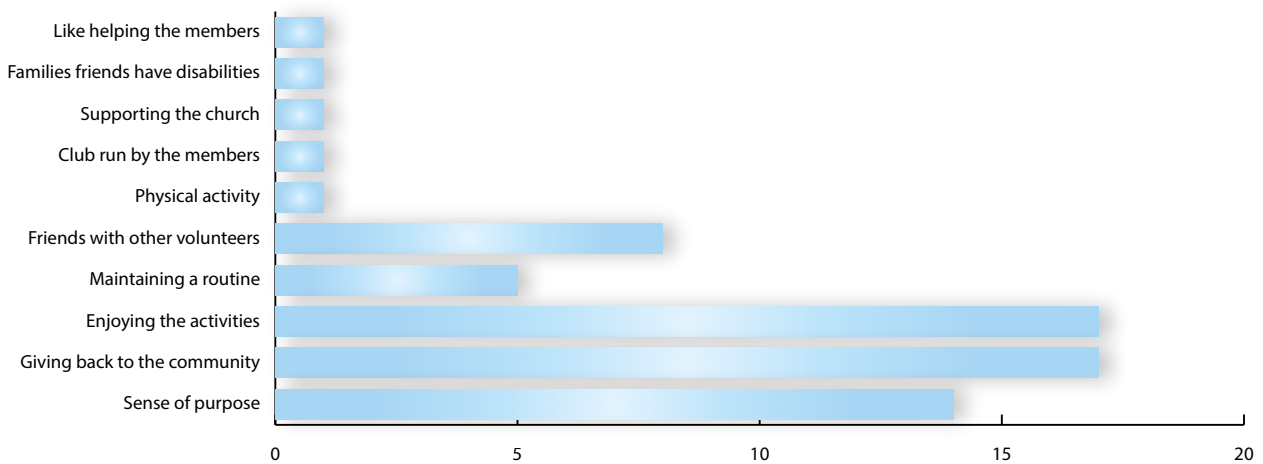


Volunteers are one of the most important resources for successfully running a community group or club. The HSCP and its partners recognise that it's the dedication of the volunteers who support all the different local community assets that help East Dunbartonshire to ensure that older people are not socially isolated. During the survey it was important to recognise the volunteers' input.

### How many volunteers help to support your club/group?

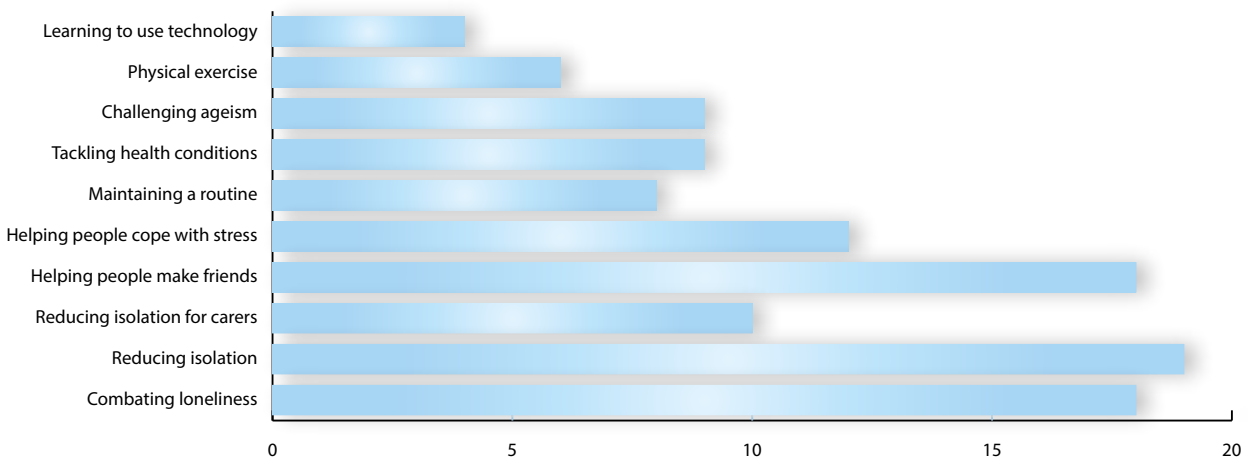


### What are the reasons your volunteers support your group/club?

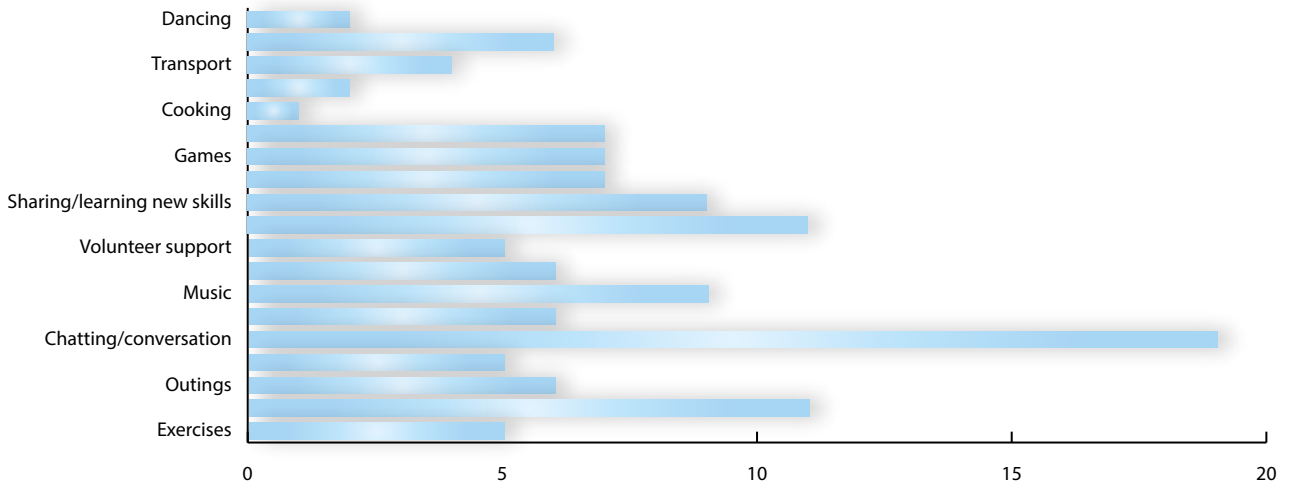


In order to find out what impact the clubs and groups were having on older people’s lives, we asked the local assets what needs were being met for individuals and what the outcomes were for those people.

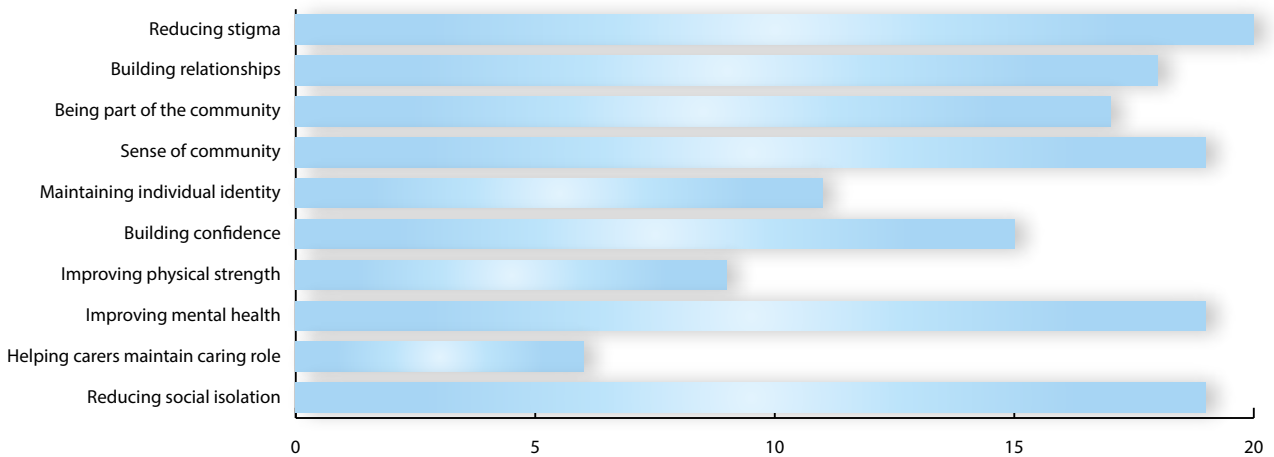
### What needs are being met?



### What activities does your club/group run?



### What is the impact for your members?

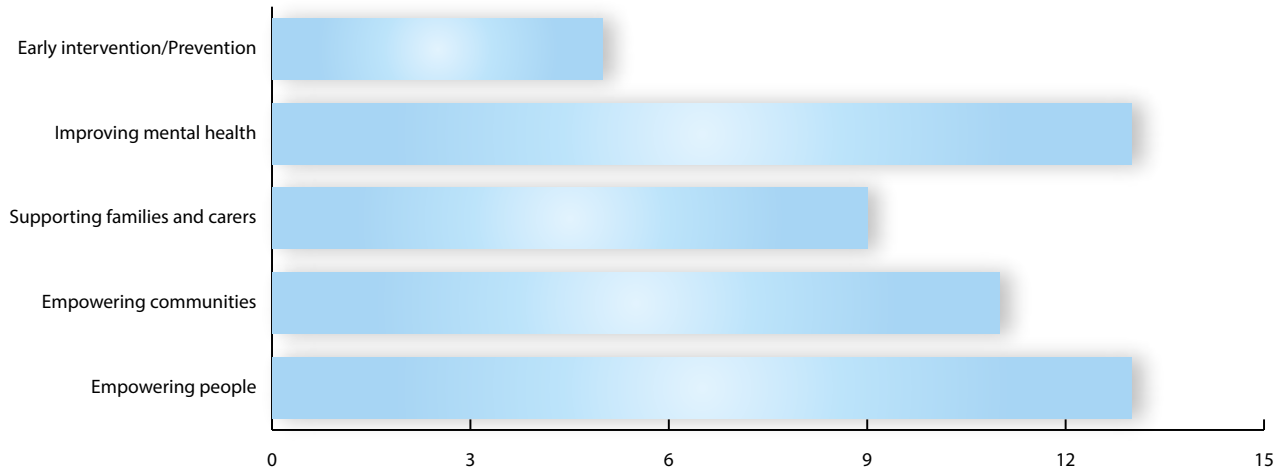


East Dunbartonshire HSCP develops a local Strategic Plan which focuses on specific outcomes that we want the work of the HSCP to deliver on during the three year period. The current Strategic Plan – 2022 – 2025 can be read on the website:

<https://www.eastdunbarton.gov.uk/health-and-social-care/health-and-social-care-services/east-dunbartonshire-health-and-social-care>

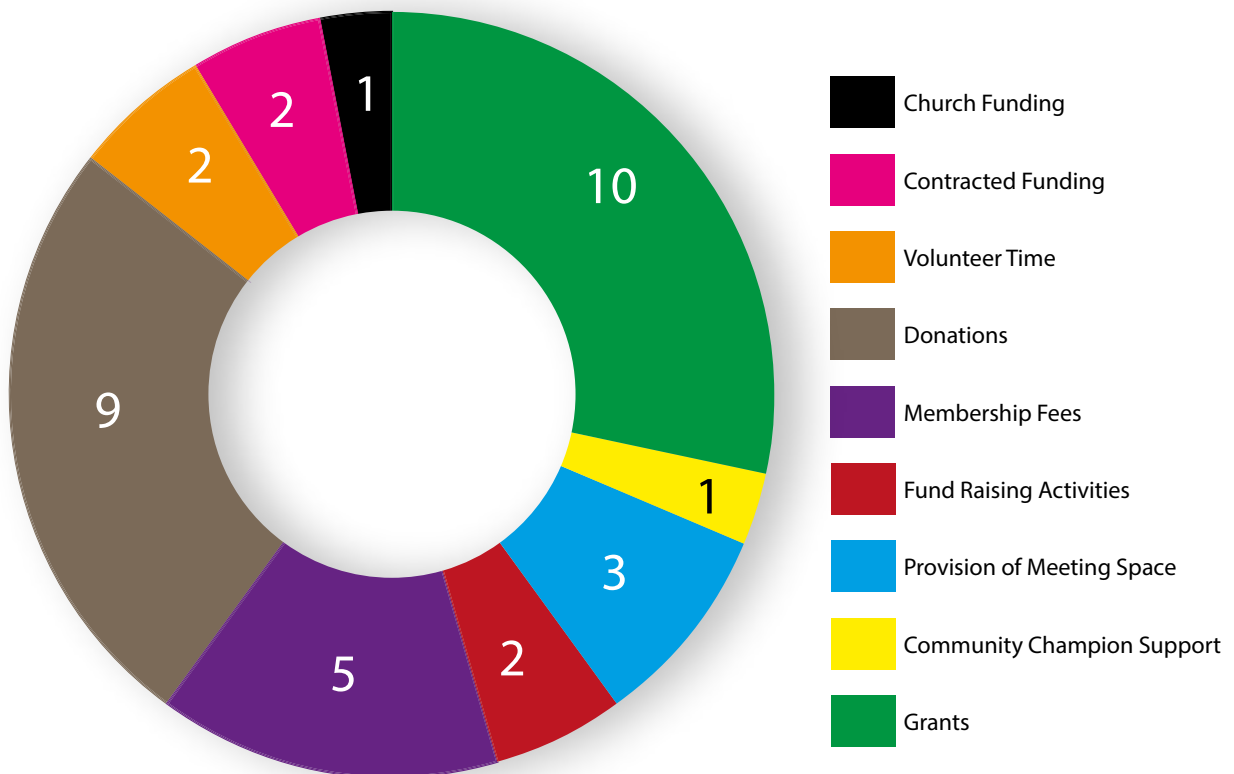
The clubs and groups were asked, within the survey, what Strategic Priority they felt that their community asset met:

What HSCP Strategic Priority does your club/group meet?

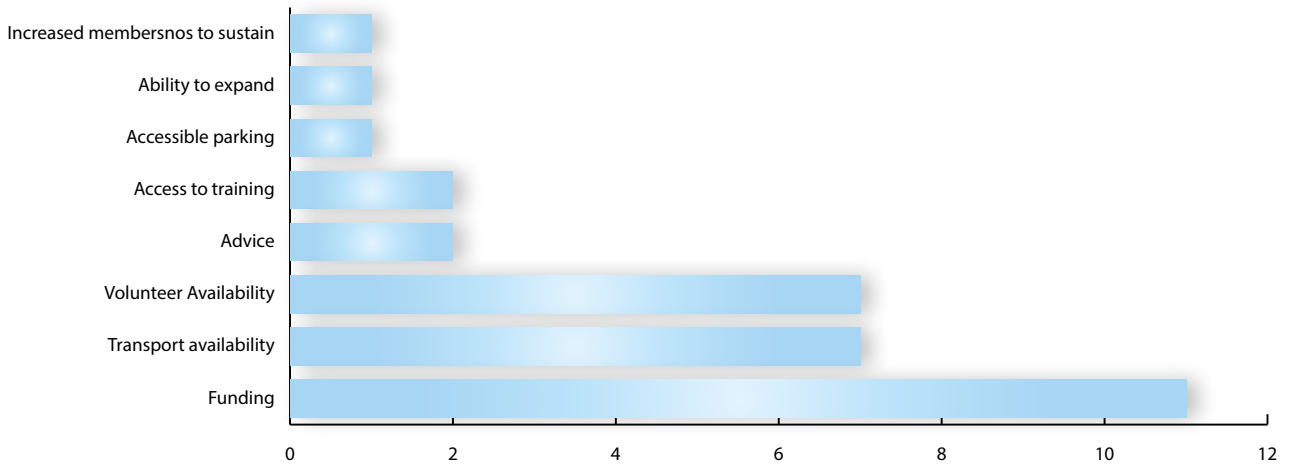


In order that the HSCP and its third sector partners can support local community assets, it was important to establish funding sources and the barriers that each asset were identifying. We also asked permission to pass on contact details for each club/group to our third sector partners who may be able to provide support to overcome some of the barriers that had been identified.

### Funding Sources



### What barriers do you feel that your club/group experiences?



The survey respondents also provided some comments that their members had made about their experiencing of attending the local clubs/groups:

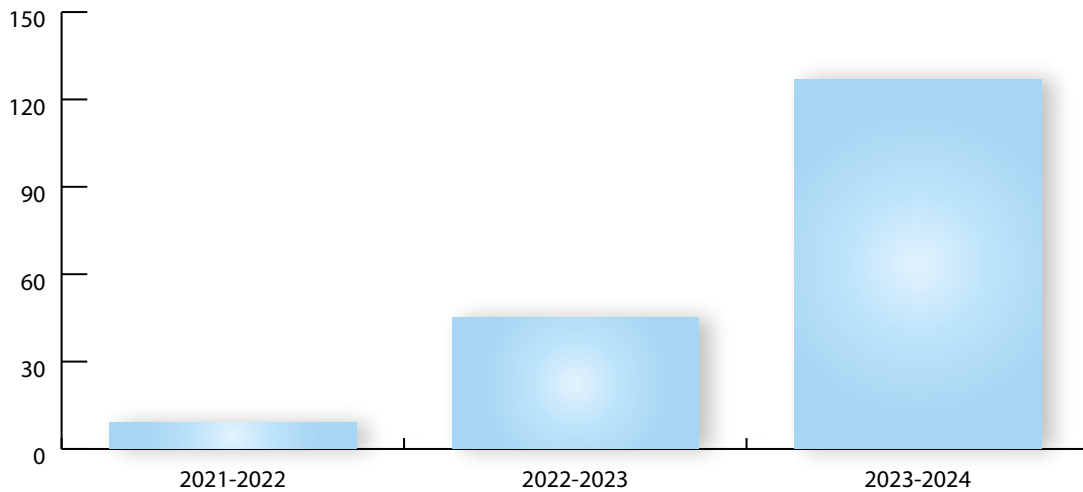




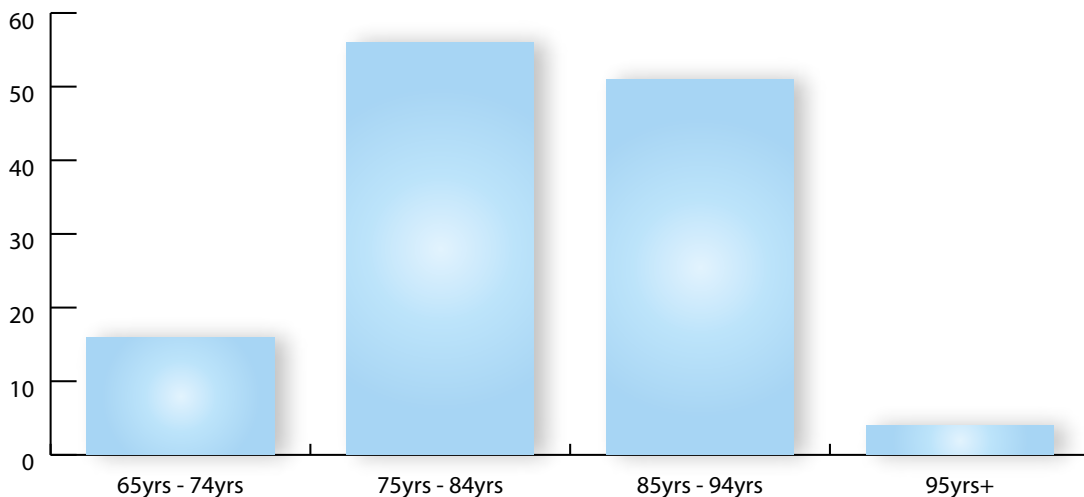
### What difference has the Local Area Co-ordination for Older People made?

Over the year (2023-2024) the team have received referrals for older people who wanted to reconnect with their communities. We helped 127 older people to access local community assets either by providing information, signposting, making a referral or introducing the individual to different clubs.

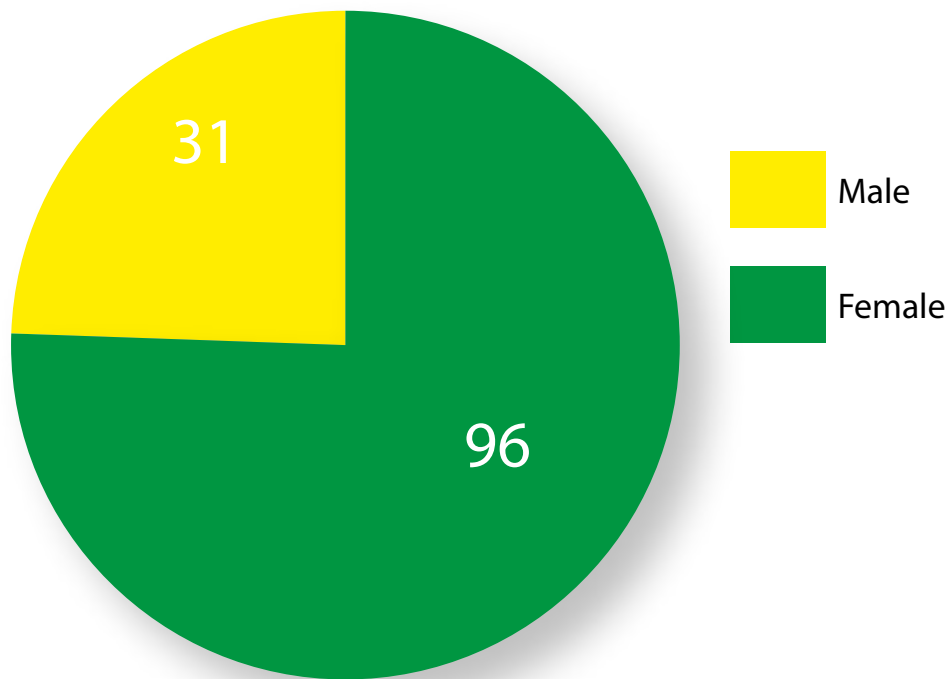
No of customers referred for Community Asset support



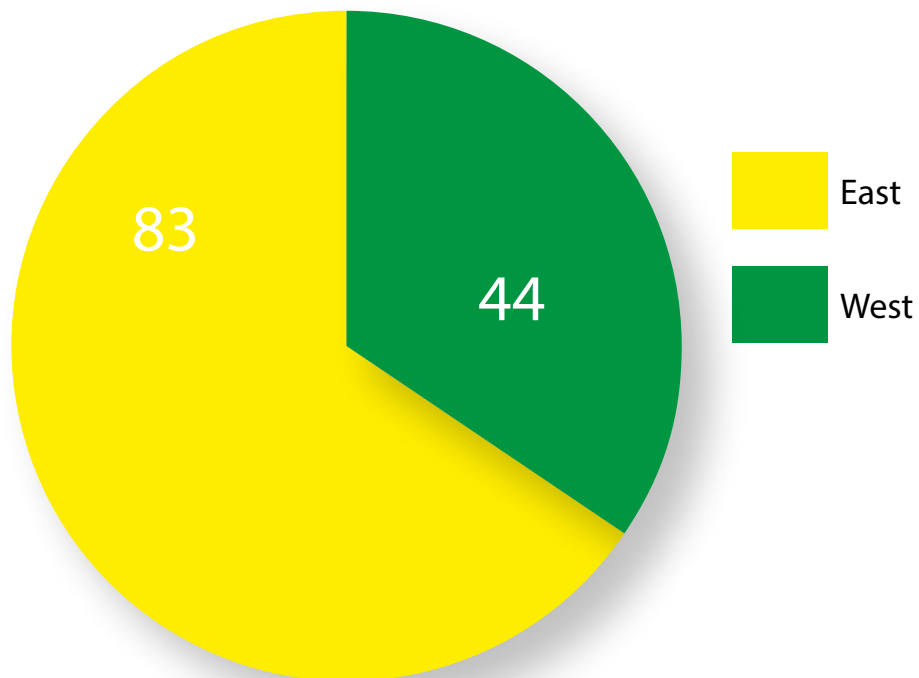
No of Customers the team supported to access community groups - by age range



No of customers the team supported to access community groups - by gender



No of customers the team supported to access community groups - by locality

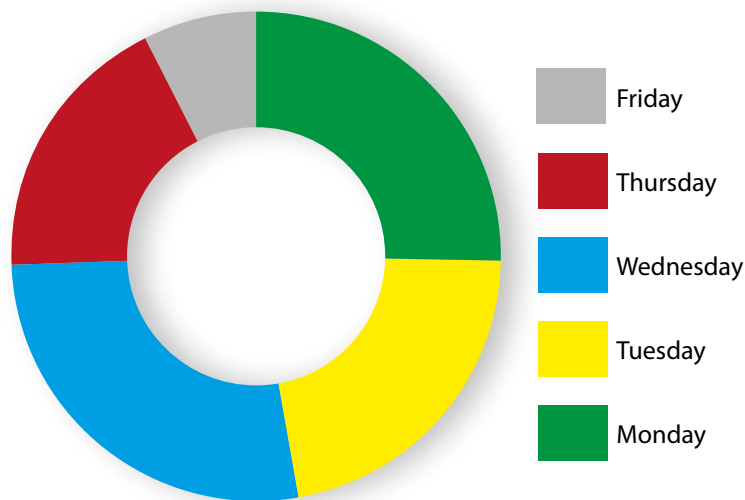


## Community Assets for Older People:

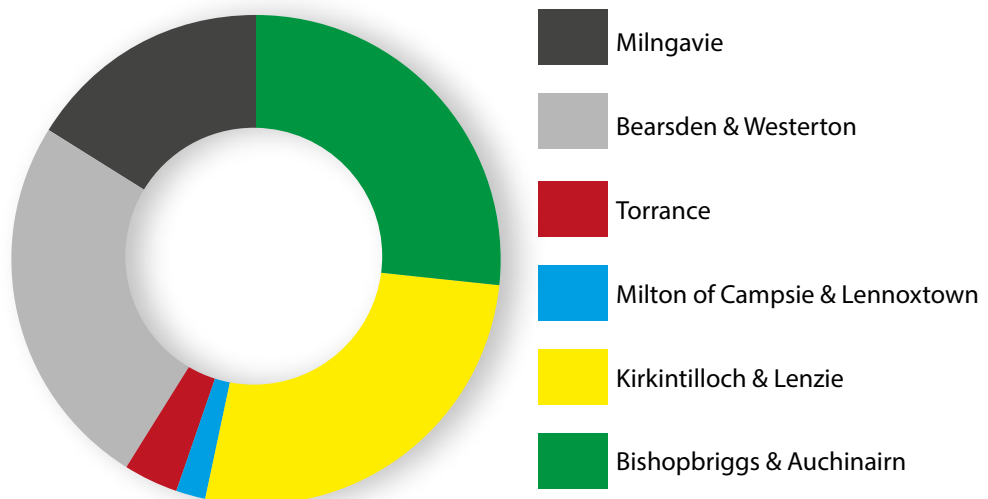
East Dunbartonshire HSCP, in partnership with third sector partners, has provided an online community assets directory ‘East Dunbartonshire Assets Map’ which is available at: <https://www.eastdunassets.org.uk/>

The Older People Local Area Co-ordinator Team have identified, via the map, that the most popular days for older people clubs and groups to run are Mondays and Wednesdays, and the most popular areas where older people assets are being run are Bishopbriggs, Kirkintilloch, Bearsden and Milngavie.

Older People Community Assets - by day



No of Older People Community Assets - by area



If you run or attend a local club or group, and it is not advertised on the Community Asset Map, please complete the online form – let us know about your community assets.

<https://www.eastdunassets.org.uk/>

# Working in partnership with Community Groups

The example below is one of the local community assets that the team have helped to set up this year:

## Mere Apna

**Mere Apna was established in January 2024. The aim of the group is to support and encourage older people from the black and ethnic minority community (BAME) to meet and socialise and to break down the barriers of loneliness and isolation that these older people communities experience.**

The group invites people from all backgrounds, irrespective of religious beliefs, race and/or gender. The group is run by a team of volunteers who have set up their own committee. The committee focuses on running weekly activities for their members, exploring funding opportunities and takes responsibility for the continued organising of this resource.

The OPLAC team had supported the lead organiser and founder, from the early stages, to explore and secure meeting premises, access funding, set up banking, establish a constitution. The OPLAC Team continues to offer advice in relation to the ongoing running of the group. EDVA, one of the HSCP's third sector partners, have also been instrumental in supporting the new group. The development of this group has promoted positive collaborative working practices.

Since January 2024, the group has been successfully running a weekly peer support group for their members. The group meets weekly in the Fraser Centre in Milngavie on Mondays between 1pm and 3pm.

Below are some photos from Mere Apna's opening day:



The Local Area Co-ordination Team for Older People maintain very close links and positive relationships with the groups and clubs featured in the Community Assets Map. Joint working is key to supporting a thriving social support network for older people in East Dunbartonshire.

## What difference has the Local Area Co-ordination Team made for individuals?

### Helping older people to access local community resources

#### Customer A:

Mrs A is a 90-year-old lady who lives alone. Due to physical health limitations, she missed the opportunity to travel to her local community to enjoy the shops, cafes and meeting friends. When the team explore the possible risks and barriers that were preventing Mrs A from accessing her community, the biggest hurdle was suitable transport to reach her destination.

The Local Area Co-ordination Team, following assessment of Mrs A's mobility and support needs, and determining that she required minimal assistance, arranged a trial visit to the Older People's Welfare Group in the Fraser Centre, Milngavie.

Mrs A agreed that she wanted to become a regular member of the group and the Centre volunteers agreed to help Mrs A arrange transport via a local taxi company and to provide any support whilst she was in attendance.

Mrs A has been delighted with the outcome and now enjoys the opportunity to leave her home, having previously been housebound. This has helped to reduce Mrs A's social isolation and feelings of loneliness.

This is great example of the collaborative work that takes place between the Local Area Co-ordination Team and the local groups and clubs.

#### Customer B:

Mrs B is 99 years old, approaching her 100th birthday. She lives alone and maintains her independence without support services. Mrs B was referred to the team due to experiencing social isolation and loneliness at home.

Being fiercely independent, Mrs B was initially reluctant to engage with the Local Area Co-ordination Team. Mrs B felt that she had managed almost 100 years without help and support and wanted to continue to remain independent. However, the team member was able to persuade Mrs B to trial attending a local group that one of her neighbours was also attending and was able to put Mrs B's mind at rest that this peer support was a good resource to help her maintain her independence at home.

### **Customer C:**

Mr C is a 71-year-old gentleman who lives alone and has very few family members. Mr C's only support comes from his younger brother, who lives locally. Mr C was diagnosed many years ago with a number of physical and mental health illnesses. More recently he had been diagnosed with Alzheimer's. Mr C was referred to the Local Area Co-ordination Team because his brother was concerned that he had no structure or routine to his life and lacked regular social interaction with others. Mr C's only source of activity was to go out walking without a destination or purpose. Mr C was described as having been a friendly person who enjoyed the company of others, especially his peers.

The team member established that Mr C had a passion for football, history, music and art. Details were provided to Mr C and his brother for some local community assets that may be of interest to Mr C. These included Alzheimer's Scotland Football Memories group (who meet every second Monday) and the Monday Club which takes place weekly in the Kirkintilloch Miners Welfare Club.

Mr C's brother accompanies him to both groups on alternative weeks and has advised that the community and peer support that his brother now receives has seen a "remarkable" impact to his mental health and wellbeing. Mr C looks forward to Mondays, meeting up with his new friends and acquaintances. Mr C's brother has also found some support from fellow carers and family members of people living with Dementia at the Alzheimer's Scotland group.

### **Customer D:**

Mrs D was referred to the Local Area Co-ordination team having recently moved to the East Dunbartonshire area. The team member spoke with Mrs D about the benefits of the local lunch club, encouraging and supporting her to give Woodhill Lunch Club a try. The club meets weekly at Woodhill Evangelical Church in Bishopbriggs. The club were able to provide transport for Mrs D to attend, both to the club and back home. The team member and Mrs D's family felt that she could use this opportunity to meet other members and possibly join the church if she felt that this was suitable for her.

Mrs D's daughter sent the team an e-mail explaining the difference both the friendly community led asset and the local area co-ordination team had made to her mum: "My mum, having not long moved to East Dunbartonshire, was finding it overwhelming to access groups and had become isolated which was impacting on her mental health. This was having an impact on her relationships with family and she felt "bullied" to join local activities. Having talked to Lynne, (from the Local Area Co-ordination Team), she felt listened to, supported and motivated to start going to a local lunch club. My mum found the experience to be very supportive and did not feel pressured. As a family we are delighted she has been provided with information and support which will enable her to make community connections, build friendships and attend activities that will help her wellbeing and health. The service has helped us get mum back".

**Customer E:**

The Local Area Co-ordination team strives to support older people who are facing challenges in their homes to live independently and be active citizens in their communities. This was the case for Mr E, an 86-year-old man, who referred himself to the team asking for support to explore his socialisation options.

Following a health decline, Mr E needed more support with practical tasks in his everyday life. He lives with his wife and both needed support to remain independent. Because of a diagnosis of dementia and due to poor mobility, Mr E cannot go out by himself and relied on his family members to provide this support.

A team member visited Mr E and talked about the range of local services available in the area. We were able to recommend one of the local warm spaces. Mr E found this recommendation very useful and started attending the warm space, with his wife, on a regular basis. This enabled him to connect with people, old and new. Mr E has been participating in the activities being run by the warm space and has discovered new social support opportunities.

**Customer F:**

Mr F is a 67-year-old man who lives alone in the east locality of East Dunbartonshire. Mr F loves art and used to regularly attend a local art group in Bishopbriggs. Mr F stopped attending because he became less confident using public transport due to physical limitations.

The Local Area Co-ordinator liaised with OPAL and the local EDICT art group to assist Mr F to safely return to the art group. OPAL provides valuable voluntary support to struggling individuals with a variety of needs including support to access local volunteer transport programmes. Mr F received a speedy response from OPAL who assisted him in returning to the art group and helped him to regain his confidence.



## Assessing and arranging formal social support for older people:

### Customer 1:

Mr 1 is a gentleman who lost his wife very suddenly and now lived alone. Mr 1 required a support package from the care at home service due to his very poor mobility. Due to his physical health needs he is unable to go out into the community without formal social care support. This has resulted in Mr 1 becoming very lonely, isolated and he developed a low mood due to his situation.

Mr 1 had started to feel like he was giving up on life and felt like he was a burden to his family who are very supportive, doing their utmost to support and care for him alongside care at home services.

Mr 1's family member referred him to the Local Area Co-ordination Team whereupon a team member visited, carried out an assessment and determined that Mr 1 met the eligibility criteria for formally funded social care support. The options for support were discussed with Mr 1 and his family and it was felt that Day Centre support would be best placed to meet Mr 1's needs and outcomes, providing the much-needed peer support and socialisation opportunities whilst still meeting his physical care needs in a safe environment.

Mr 1 started attending the Day Centre one day per week and he enjoyed the service so much that he now pays for an additional private day at the Centre.

Mr 1 has told the team that Birdston Day Centre has been a "lifeline" and he does not know what would have happened to him, physically and mentally, if he had not started received this support. Mr 1 has made good friends whom he looks forward to seeing every week, and has even started meeting up with some friends, with his family's support, out with the Centre.

### Customer 2:

Mrs 2 is a 91-year-old woman who suffers from a marked reduction in her physical mobility. She lives alone and has limited contact with family. Her family do not live locally. Following a referral to the Local Area Co-ordination Team, she was visited to help identify her social needs. The team member was able to identify that Mrs 2 met the eligibility criteria for formal social support due to level of care she required to meet her physical care needs. It was also evident that Mrs 2 had been unable to participate in her community for a long time.

Mrs 2 was formally assessed and chose to attend the local Day Centre. During attendance at the Centre, Mrs 2 is able to participate in different activities along with her peers. The Day Centre has accessible transport which means that Mrs 2 can be safely supported to travel to the Centre and home again.

With help and support from the staff Mrs 2 takes part in the chair exercises and singing sessions. She can also enjoy the Centre's garden in the nicer weather. Mrs 2 takes part in day trips which are organised by the Centre and is supported by the social care staff during these outings. Mrs 2 has been able to form new friendships which has nurtured her sense of purpose and significantly improved her quality of life.



## Useful Websites:

### East Dunbartonshire Community Assets Map:

[https://www.eastdunassets.org.uk/CeartasAdvocacy:](https://www.eastdunassets.org.uk/CeartasAdvocacy)  
<https://www.ceartas.org.uk/>

### Carers Link:

<https://carerslink.org.uk/>

### East Dunbartonshire Voluntary Action:

<https://edva.org/>

### East Dunbartonshire Befriending Service:

<https://www.facebook.com/people/East-Dunbartonshire-Befriending-Service/100064372494508/>

### East Dunbartonshire Citizens Advice Bureau:

<https://edcab.org/>

### Age Concern:

<https://www.ageuk.org.uk/>

### Scottish Older People's Assembly:

<http://www.scotopa.org.uk/>

### Kirkintilloch Men's Shed:

<http://kirkintillochmensshed.co.uk/>

### Milngavie and Bearsden Men's Shed:

<https://mandbshed.org/>

### East Dunbartonshire Initiative for Creative Therapy:

<https://www.edictarts.co.uk/>





**Other Formats and Translations:**

This document can be provided in large print, Braille and can be translated into other community languages. Please contact the Council’s Corporate Communications Team at:

East Dunbartonshire Council  
12 Strathkelvin Place  
Kirkintilloch  
G66 1TJ  
Tel: 0300 123 4510

For more information, please contact the Corporate Communications Team on 0300 123 4510  
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