



# RESHAPING CARE FOR OLDER PEOPLE 2011 - 2021

**“Older people are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting.”**

Scottish Government's vision for older people

**£ 230m**

**Over £230 million of Change Fund monies distributed to Local Partnerships since 2011/12**

**↓ 6.8%**

**A reduction of 6.8% in the emergency admissions bed days rate for the over 75s between 2009/10 and 2011/12**

**↑ 1456**

**1456 houses for older and disabled people completed with Scottish Government funding between 2011 and 2013**

# Foreword from Alex Neil MSP

## Cabinet Secretary for Health and Wellbeing

The contribution older people make to Scottish society cannot be understated. Indeed, in many communities, were it not for their efforts, I am sure that a number of clubs and services would not exist, not to mention the huge number of people aged over 65 who are themselves carers.

We expect to have a much larger older population in 20 years. This is most certainly something for us to celebrate, and is also something we need to prepare for. Whilst the evidence suggests we are leading healthier lives, there will without doubt be an increased demand on public services, and health and social care is no exception. This is why it is important for us to reshape care for older people, and to make sure that the services provided are of a high standard.

I am pleased to hear of so many positive developments and contributions towards reshaping care, and invite you to find out more by reading our recently published report, available on the Scottish Government website.

# Foreword from Cllr Peter Johnston

## COSLA Health and Wellbeing Spokesperson

Scottish Local Government continues to be committed to working with older people to ensure that their health and wellbeing is optimised. Since the beginning of the Reshaping Care programme, we have worked with our partners in the NHS, third sector and independent sector to deliver innovation and improvement in the service and support options available to older people in communities across Scotland. But we are determined not to rest there - we recognise there is more to do. We think that the future shape of health and care services needs to look very different from what we have in place just now. We want to see more control passed to the individual. We want to shift resources away from institutional care and into community-based support. And we want to make sure that we have fair funding arrangements in place which will underpin sustainable public services into the future. We invite you to contribute to this vision and to begin a conversation with us on the reforms you'd like to see.

## Who is this leaflet for?

This leaflet is for older people, their families and carers who should know of the changes and developments in the policies and services for older people who require support and care in later life.

## Why do we need to keep reshaping care?

- We are living longer. By 2032, the population aged 65 years and over is expected to increase by almost half (49%). During the same period, the population aged 90 and over will increase by one and a half times (149%).
- Scotland's older population is something to be celebrated, but brings with it new challenges. We need to plan for living longer. Who will care for our older people? Where will older people want to live? How will it all be paid for?
- We currently spend approximately £5 billion of public funding each year on health and social care for people over 65 years across Scotland. More than half (60%) of this is spent on providing institutional care in hospitals and care homes. Almost one-third is spent on emergency admissions to hospital. Some of these admissions are preventable and we need to ensure that older people do not need to be in hospital for longer than necessary. We can do this for example by improving access to care packages in the community.
- Our health and social systems need to be developed to meet requirements arising from the changing population balance.
- People's expectations of care and support are changing. Our future services need to be available locally, community-based and meet individual need.

The Reshaping Care for Older People vision is that older people:

**“are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting.”**

## Policies

Whilst we have been continually reshaping our care services, the publication of a report by the Christie Commission told us we need to do more. The report stated that there would have to be a shift in the way public services are delivered in Scotland, as the current resources will not meet the future demand.

Specifically, the report said we should:

- **prioritise preventative spending**; this means spending more money to help people live healthier and safer lives. This will mean less spending is required on hospital or specialist care later on.
- **empower individuals and communities** involving them in service design and delivery. This should result in services that match what people need and want.
- **have organisations work closely together to deliver services**; and
- **improve efficiency**: this means organisations working together to improve services.

New and improved legislation, strategies and policies help to support the reshaping of care for older people, ranging from a National Dementia Strategy to Digital Inclusion. We can't name them all here, but some of the key ones are:

- Free Personal and Nursing care
- Self Directed Support
- Integration of Health and Social Care
- National Dementia Strategy
- Carers Strategy
- Models of Residential Care (in progress)
- Older People's Housing Strategy
- National Concessionary Travel Scheme
- Digital Inclusion
- NHS Quality Strategy
- The Delivery Plan for Health Professions in Scotland
- Mental Health Strategy



Source: Places for People Care and Support Scotland: the screening of the comedy drama, The Wayward Wind.

Innovative services are reshaping care and changing lives...

**“If the reablement service was not in place, I would have been in hospital for a lot longer as I couldn’t manage on my own.”**

**Mrs Patterson; Perth and Kinross,**  
on the reablement package she received  
after being discharged from hospital after surgery

**“I am so happy my father has the home buddy. It has been a godsend to me as I know he has a network of people looking after his health and wellbeing.”**

**Mr Johnstone's** daughter on the East Ayrshire Home  
Buddy Scheme, funded through the Change Fund



## Outcomes

A huge network of health and social care professionals, practitioners, volunteers, third and independent sector organisations, family members and friends, are involved in helping our older people to live independent, active and healthy lives in their own communities.

Each makes different contributions but we share a common set of long-term goals, or outcomes, in relation to improving the quality of life for older people in Scotland.

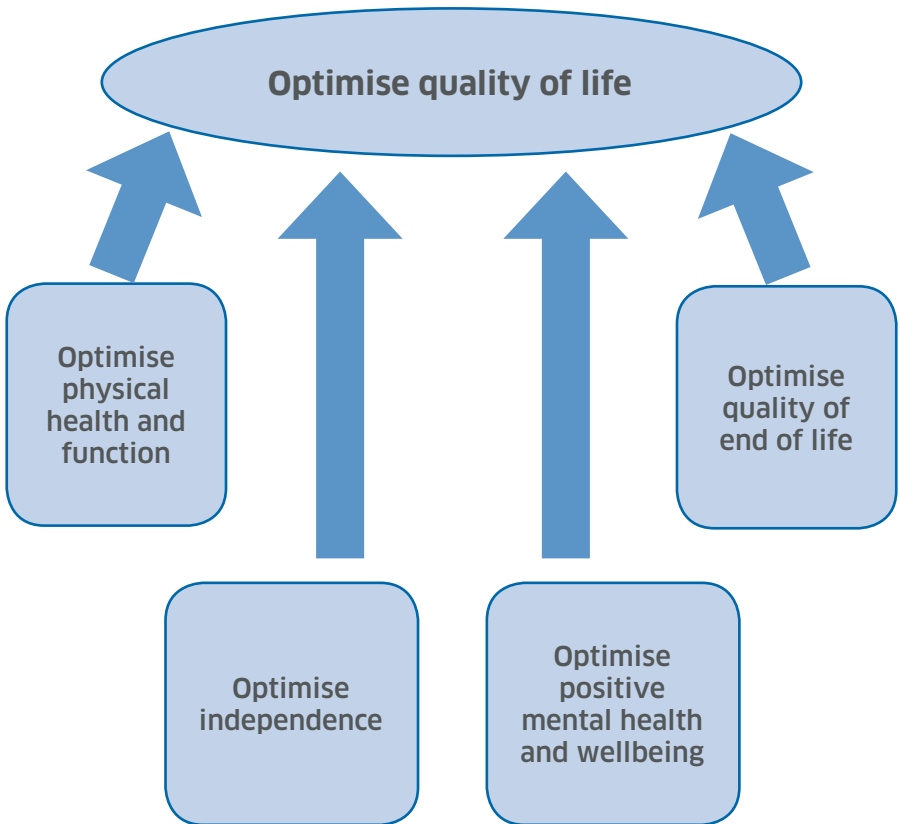
We are therefore developing a logic model to help with monitoring public services and to bring together evidence of change.

More information about the model as it is developed will be available at: <http://www.healthscotland.com/OFHI/index.html> or type 'Health Scotland outcomes' into your search engine.



Source: Nari Kallyan Shangho - a health and welfare organisation in Edinburgh for South Asian women and their families.

Our Reshaping Care for Older People long-term outcomes feed into a broader one, 'Optimise Quality of Life': Essentially, if we help people to have, for example, the best possible physical health, this will in turn contribute to them having the best possible quality of life.



## Scenarios



Source: NHSScotland Library

Although it's hard to know what will happen in the future, we can imagine some of the challenges we might face in 20 years. The following possibilities have been developed by the Scottish Government and other organisations to draw attention to the challenges. They help us to think about how important it is to get things right for people as the number of older people increases.

- **If we do nothing:** we will not have the services people need.
- **Taking action now:** we can plan and provide for the growing number of older people and provide information to help people plan for themselves.

- **People live longer, healthier lives:** They will be able to live independently (or without more care).
- **People get more and more frail and need to use more care services:** Reshaping Care and planning for better resources from other areas will help meet the increased demand.
- **The older population will be bigger than the working population:** This could mean there will be fewer people who are trained to look after older people.

## What does Reshaping Care look like?

This means moving away from ‘institutional’ care towards care in the home or a homely setting that is designed around the needs of the individual.

To do this, we will follow a small number of key principles:

- 1. Personalisation.** Service users and carers must be at the centre of what we do. We recognise that older people are a diverse group of individuals with their own cultures, needs and choices.
- 2. Independence.** Where possible, we need to make sure older people are supported to live independently, preferably in their own home. But if they do need a care home or hospital, it must meet their care needs. Introducing choice adds to a person’s independence and gives them ownership of the decision. For example, the individual chooses their own care provider.

**3. Control.** Rather than having decisions made for them, we want older people who require care services to make their own decisions.

This means public services having regular conversations with the people who receive services, and checking that our policies and strategies are in line with what people say they want.

In practice, the diagram on the following page shows the change we want to see.

The money currently spent on hospital and long-stay care won't disappear or become 'savings'. Instead, it will be used to provide care services and to support carers in more homely settings, such as people's own homes.



Source: NHS Lanarkshire

## The Balance of Care in 2012 – Most money was spent on hospital and long-stay care

### Hospital and long-stay care

- Emergency admissions to hospital
- Long-term hospital and residential care



### Preventative and community-based services

- Promotion of health and wellbeing
- Care and support at home
- Support at times of change
- Support to carers



## The Balance of Care in 2022 – There has been a shift away from hospital and long-stay care towards preventative and community-based services



## Future

There are some important developments coming up, including the Bill for integrating health and social care and the Review of Care Standards.

We will:

- Use the Reshaping Care for Older People outcomes framework to check we are doing the right things to succeed up to 2021.
- Listen to the public and people that deliver health and social care across Scotland to help us reshape older people's care.
- Ensure that older people have a say in how we reshape the services they use, or may use in the future.
- Continue to share what we learn. This includes what didn't work as well as the positive outcomes of efforts to reshape care.
- Make sure we tackle the economic challenges of an older population while recognising the valuable contribution older people make to society.

**“It’s not always about your GP, there are lots of other organisations that can help you and things that you can do to help yourself and other people. For me, it’s about doing something about isolation.”**

**Peter Dawson; Dumfries and Galloway;  
on his experience of using local support  
sessions set up with Change Fund monies**



## Care Information Scotland

Care Information Scotland is a telephone and website service which enables older people to access information about the range of services available; how to access care, care standards, charging information (which includes an explanation of free personal and nursing care and direct payments) and much more.

Since Care Information Scotland was established the shape of services has changed as well as how people connect with information providers.

A review of the service involving a wide range of stakeholders has confirmed we should broaden the reach of the service to all care groups. We will also make it more user friendly and give people using the service more ways to connect and share their experiences. We will implement the new redesigned service over the coming year and welcome your feedback to help us do this.

You can call 08456 001 001, or visit the website:  
<http://www.careinfoscotland.co.uk/>

## Find out more

If you would like to find out more about the work of the Reshaping Care for Older People Programme, further information and a report covering the first two years of the programme will be available through our website:

<http://www.scotland.gov.uk/Topics/Health/Support-Social-Care/Support/Older-People/ReshapingCare>

We always welcome feedback on the work of the Reshaping Care for Older People Programme. If you have any comments or suggestions, please contact the Care for Older People's Unit in the Scottish Government:

Care for Older People's Unit  
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Regent Road  
Edinburgh  
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[care\\_for\\_older\\_people@scotland.gsi.gov.uk](mailto:care_for_older_people@scotland.gsi.gov.uk)

We have set up an online feedback page for you to have your say on a number of important issues in health and care and would welcome your comments:

<http://www.surveymonkey.com/s/HaveYourSayScotland>



Source: Sandie Simpson

Front cover Image  
Source: NHS Lanarkshire



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Riaghaltas na h-Alba

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