

Health and Social Care Plan for Older People

Consultation Paper



Tell us what you think



There are 55 questions in the whole consultation.

There is space after each question so you can type your answer.

The space will grow as you type.



You do not have to answer every question.

There is space at the end for you to add more information if you want to.



Save your document and email it to:

olderpeopleshealthstrategy@gov.scot

Send it to us by 17 June.



What you tell us will help us to decide what will be in the Health and Social Care Strategy for Older People which will be published later in 2022.

The consultation is split into 4 parts based on the main themes from what people told us:

Part 1: Place and Wellbeing

Part 2: Preventative and Proactive Care

Part 3: Integrated Planned Care

Part 4: Integrated Unscheduled Care



This document is Part 3.

It has Questions 24 to 47.

Part 3: Integrated Planned Care



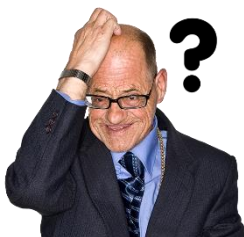
Integrated means different services working together.

Planned care is care and treatment that is arranged in advance with health and care staff.

It includes planned care like:

- operations
- social care at home
- check-ups by your doctor for things like blood pressure

Social Care



Many of the issues on social care we heard about were about staffing.

You told us:

- staff need more training and support
- they should be respected for the work they do
- many people thought social care had got better in the last 10 years
- there are still problems with poor quality care

This makes people worried about getting care.



- sometimes staff have not turned up

COVID restrictions and staff vacancies have made this worse

- you want care providers who know the area

- you want to have choices in who provides social care

- people want care providers who are from the same equality group as them



For example someone from a black or minority ethnic group would like a carer who shares or understands their background.



The main changes people said would make care at home better are:

- workers telling you if they are running late, which people understand will happen

- to have the same service always provide the care – people like smaller local providers or teams within bigger providers



It also makes people feel safer - other people in the area will know if the care is not good.



- having a friend or relative with you when you want that

It should be the person you choose and not just one person named as your carer.



- carers must remember it is your home first, not their workplace, and treat you and your home with respect

Question 24

Tell us about any social care or other help with everyday living that you or a family member get in your own home?



Write your answer here:



Question 25

What was your experience of these services?

Write your answer here:



Question 26

What are your experiences of health and social care services working together?

Write your answer here:



Question 27

What could be done to make health and social care services work better together?

Write your answer here:



The Scottish Government is working on a plan to make big changes to the healthcare that people living in care homes receive.

Planned Health Care and Reviews



You told us about a regular general health check for older people is provided by a range of health staff.

It gives people a chance to have their medication reviewed and talk about how to look after their health.



It could be used to target frail older people or older people with who have very bad health problems.



Question 28

Do you live with a long-term physical or mental health condition or illness?

Yes

No

Write your answer here:



Question 29

If you answered 'yes', how do you feel about the way your health is looked after and checked?

Write your answer here:



Question 30

If you answered 'no', can you get regular health checks?

Write your answer here:



Question 31

Where would you like your health checks to be and who would you like to provide them?

Write your answer here:

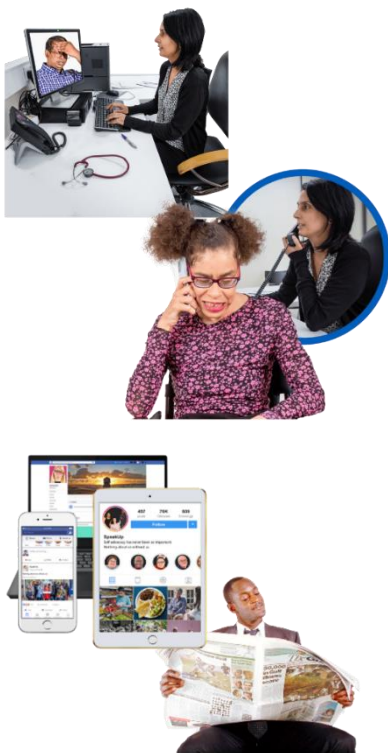


Question 32

What support would you need to help you look after your own health?

Write your answer here:

Other ways of getting in touch with health staff.



You told us:

- it was difficult to get face to face appointments during the COVID pandemic with only phone calls or online services available in some areas
- phone calls were fine for short questions or advice but not for serious or long calls
- some NHS Boards had campaigns to tell people about different services, and who to contact when



The Scottish Government published '[Right Care Right Place](#)' guidance about where to go for urgent care, health advice and support.



Question 33

Tell us about your experience of any health care appointments you have had in the last 2 years.

Write your answer here:



Question 34

Which healthcare services did you use?

Write your answer here:



Question 35

What type of appointments did you have?

For example face to face, phone or video?

Write your answer here:



Question 36

What support would make it easier?

Write your answer here:



Question 37

What would make it easier for you to know who to contact when you need advice or support for a health issue?

Write your answer here:



You told us the most important change would be to patient transport:

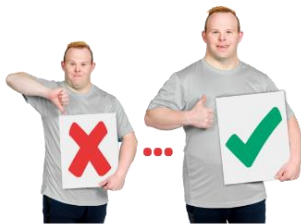
- getting times of transport and times of things like clinics to match up
- making sure staff know how the appointments system works
- taking account of why some people need someone with them at their appointment – for example a person with dementia
- having a Freephone number



Question 38

What is working well just now to support planned health care and treatment?

Write your answer here:



Question 39

What could be better?

Write your answer here:



Question 40

Is there anything else you would like to add?

Write your answer here:

Palliative and End of life



Palliative care is good care for people whose health is getting very much worse and their life is coming to an end.



You told us:

- it was important to talk about end of life care with health staff and with family and friends even though this could be difficult
- people did this in a series of small conversations in a casual way like on a walk, having a chat in the garden or around something in a TV programme they were watching together
- people also talked about what they did not want to happen to them as they came to the end of their life
- people want to know:
 - there would be services to manage their pain
 - family or friends would not be left to care for them with no advice or support
- many people who got palliative care support had experienced delays in getting the care started.

This was usually because someone in the NHS did not understand how to make the referral.



- people thought palliative care was an excellent service for the person and their family
- health and social care staff should be more confident to have end-of-life conversations



The Scottish Government will produce a new palliative and end of life care plan in 2022.



Question 41

When you or a family member are near the end of your life, what care and support would you want?

Write your answer here:



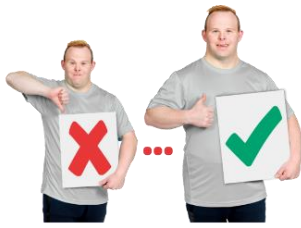
Question 42

When thinking about palliative and end of life care in Scotland, what is working well?

Write your answer here:

Question 43

What could be better?



Write your answer here:

Question 44

Is there anything else you would like to add?



Write your answer here:

Question 45

What would support you to talk with family or medical staff about how you would like to be cared for at the end of your life?



Write your answer here:

Question 46

Who would you prefer to have these conversations with?



Write your answer here:



Question 47

Is there anything else you would like to add about integrated planned care for older people?

Write your answer here: