The Chairman’s Introduction

As we move towards our 25th Anniversary year, it is with both sadness and pride that we record the death of one of our Founders, Sheila MacKay. It was with Molly Doyle in 1995 that Sheila established the Highland Senior Citizens Network. The Highland Senior Citizens Network grew out of a successful community development project to build a community centre in the Hilton area of Inverness. One of the first issues this group tackled was the concerns of older people in the area.

Tributes to Sheila, and recognition of all that she achieved in the many roles that she adopted to support the community of Inverness and the Highlands, will be made in many quarters. We believe that Sheila would be proud of the achievements that her Network has made on behalf of older people in the Highlands. Sheila would be the first to say, ‘There is still a lot more to do’. As long as HSCN thrives, the legacy of Sheila will continue.

Ian McNamara

You can read our full tribute to Sheila on page 11
The **LGBTI+ Elders Social Dance Club** is a fabulous, free, monthly social event for lesbian, gay, bisexual, trans and gender diverse, and intersex elders and allies. With delicious catering, music, lots of folk to chat to, a chance to meet new people and if you fancy it – to have a wee boogie. We would like to get to know you, and you can get to know us.

Social Dance Clubs are free and, starting from 26 May 2019, will run monthly, 2.00pm - 4.00pm on selected Sundays at Eden Court, Inverness. The next dates will be Sunday 14 July and 11 August. For the full list of dates in 2019 and 2020, please visit the Eden Court website (eden-court.co.uk/event/lgbti-elders-social-dance-club), call 01463 732 695, or email awatt@eden-court.co.uk. Advance booking is not required, just turn up at the session.

So come along to the **The LGBTI+ Elders Social Dance Club** and share your stories, memories, hopes and passions and, of course, your favourite dance moves! No dance experience required.

*A National Theatre of Scotland and All The Queens Men co-production, in partnership with Eden Court and Luminate, and in association with Glasgow City Council. *(Photography by Bryony Jackson.)

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**Inverness, Strathspey and Badenoch Citizens Advice Bureau** has launched its biggest ever drive to attract new volunteers. The move comes as demands for the service grow with uncertainty over Brexit and the Universal Credit roll-out. Candidates should be IT literate with a good basic education for figures and the ability to write letters and fill out forms. The key skills Advisers will be taught are interviewing, using data bases, giving advice, case recording and administration.

Volunteers are the lifeblood of the C.A.B network, with 261,900 clients gaining £138 million in 2017/18. The value of volunteer hours nationally is estimated to be in excess of £10 million. The busiest areas of expertise for C.A.B advisers are benefits, employment, housing and debt.

“Whether you are studying, working, are retired or just want a new challenge, volunteering in the CAB will help you gain practical experience that will boost your future prospects. Volunteers will be taught how to problem solve, use their people skills, work in a team and gain confidence speaking to all kinds of people in the course of their work. It is important our Advisers are representative of our communities.”

*Alasdair Christie, Bureau General Manager.*

“Successful applicants will be given full training before being asked to see any clients. There are many different roles from Admin/Reception to advising. For Advisers, there is the full Adviser Training Programme as well as ongoing training which rewards Advisers with a Generalist Adviser certificate.”

*Phil Carr, Bureau Trainer.*

Anyone interested should contact Inverness, Badenoch and Strathspey C.A.B on 01463 252294.
Self Directed Support (SDS)

The two articles following this relate to Self-directed Support (SDS). However, despite the duty to provide choice and control through Self-directed Support being implemented from April 2014, we find that many people are still unaware of SDS, how it should work, and what “having choice and control” might mean for them in practice. So, here is a short explanation:

The Social Care Self-directed Support (Scotland) Act 2013 placed new legal duties on social work departments to offer people who are eligible for social care a range of choices over how they receive their social care and support.

Once your needs for social care are assessed, and a Personal Outcome Plan (POP) is completed, your worker creates an estimated budget to go with the plan. The plan and budget are then passed on to a Resource Allocation Panel which will decide if they agree with your plan, and will determine the amount of money you are entitled to.

You should then be able to choose between four options in receiving support:

**Option 1:** A direct payment for you to buy all your support yourself, employing your carers.

**Option 2:** An individual service fund where you choose your own services, but NHS Highland, or a provider of your choice, manages the money.

**Option 3:** Traditional services: NHS Highland arranges support on your behalf to meet your outcomes.

**Option 4:** Mixture of 1, 2 and 3, where you choose some of your support but also have some of it arranged for you.

Self Directed Support Research Project

This year Self Directed Support Scotland and the Health and Social Care Alliance Scotland are running a research project called ‘My Support My Choice: user experiences of Self-directed Support in Scotland’, funded by the Scottish Government. This project seeks input from anyone who receives SDS or has been assessed for Self-directed Support in the last 12 months, regardless of the outcome of this process, via interviews and a detailed national survey.

The survey asks about the experiences of social care users and their families, and examines local authority assessment, information and continual support practices in relation to SDS. We believe that people’s experiences can help make positive changes to how social care and SDS are delivered in Scotland. Our research aims to provide good evidence to help improve policy and practice. Research reports will be published online, and we will share recommendations with Scottish Government, local authorities, participants, and other relevant organisations and people.

The online survey is available at: [https://sdsscotland.formtitan.com/MSMC_survey#/](https://sdsscotland.formtitan.com/MSMC_survey#/)

Hannah Tweed, PhD, Senior Policy Officer, Health and Social Care Alliance Scotland (the ALLIANCE) 349 Bath Street, Glasgow G2 4AA Tel: 0141 404 0231 Charity No. SC 037475 Company No. 307731

If you have any questions, please don’t hesitate to contact me via email or phone, or to call the team via our freephone line on 0800 1701 321.
Community Contacts

A Helping Hand with Self-Directed Support (SDS)

Are you caring for someone on a regular basis?

Are you living alone and struggling to cope at home with day to day activities?

Do you have a relative who has been hospitalised and you’re unsure what is going to happen when they are ready to leave hospital?

In all of these situations and many more it could be that Self-Directed Support is the way that individuals and their carers can take control of the situation and make choices about how their support is managed and how fulfilled their lives are.

The Community Contacts team of 5 Specialist Project Workers has been working across the Highland area since spring 2019. Community Contacts offers free, independent support, information and advice on Self-Directed Support to individuals accessing SDS, their families and carers at any stage in their ‘SDS journey’.

We work in partnership with The Social Work Department, other Health and Social Care Partnership (HSCP) teams, community groups and care provider organisations to make sure that people get full and accurate information about their choices and their rights and responsibilities.

How can we help?

- Provide one to one support to help individuals understand the SDS process locally and how it applies to them.
- Support individuals with Personal Outcome Plans and help to access support services.
- Help people and carers develop community connections and personal networks.
- Provide support to manage a direct payment.
- Partnership working and signposting to access appropriate specialist support such as advocacy, carers’ organisations and payroll services.

How to find out more:

Contact the Community Project Manager, Becs Barker by email: becsbarker@carrgomm.org or Tel 01546 886285 or Mob 07766 925388

We can accept referrals direct from other professionals, carers’ organisations and anyone else who has an interest in Self Directed Support including individuals and their families.

Funded by

Scottish Charitable Incorporated Organisation SC034260 Issue Summer 2019 4
WHAT DEMENTIA TEACHES US ABOUT LOVE

This recently published book is a ‘must read’ for anyone who has any contact with someone living with Dementia. In reality, this means just about every one of us. To quote:

‘Dementia is profoundly disrespectful of patients, carers, health systems and social care. It doesn’t fit into the structures we’ve created. Its meanings are physiological, psychological, social, economic, political and philosophical.

Its costs are unquantifiable. Not just huge financial costs but the costs in human terms: the shame, confusion, sorrow, guilt, loneliness. It provokes profound moral questions about the society in which we live’

The author, Nicci Gerrard, is co-founder of John’s Campaign, named after her father, which has campaigned to give carers of those with dementia the same rights as parents of children to accompany them in hospital.

Ian McNamara

Check out our website at www.hscn.co.uk

Our “External Publications and Reports” page includes recent newsletters from Connecting Carers and Scottish Health Council Highland.

We are on Facebook

Please take the time to “Like” our page or “follow” us.

Facebook can also be accessed via our website www.hscn.co.uk

NEWSLETTER ARTICLES

We are always happy to receive information and stories from members and others for our newsletter. Please feel free to e-mail contributions or send them by post.
The Scottish Human Rights Commission promotes and protects human rights for everyone in Scotland. We are an independent public body, accountable to the people of Scotland through the Scottish Parliament. We were established in 2008 and are now just over 10 years old.

The Commission is developing its Strategic Plan for 2020 – 2024. To help us set our priorities and improve how we work, we would like to hear from people and organisations from across Scotland.

Our consultation document is available on our website at: http://www.scottishhumanrights.com/media/1860/strategic-plan-consultation-vfinal-eh.docx. Please let us know if you would like the document in BSL, Easy Read or another format. BSL and Easy Read versions will also be available on our website shortly.

The consultation document describes the Commission and its powers and duties. It also sets out four draft strategic priorities, which represent our initial thinking about where we see ourselves contributing to a human rights culture in Scotland over the next four years. We have provided some questions that we would welcome your views on.

You can respond to this consultation in the following ways:

By email: hello@scottishhumanrights.com

By online survey: https://www.surveymonkey.com/r/9BRJZWT

By post: Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS

Please let us know if you need a different way to respond.

We look forward to hearing your views. The deadline for responses is 28 June 2019.

Scottish Human Rights Commission
Bridgeside House
99 McDonald Road
Edinburgh EH7 4NS

T: 0131 297 5750  www.scottishhumanrights.com

Feedback from Scottish Older People’s Assembly Engagement

You may remember the information we circulated earlier this year about Scottish Older People’s Assembly’s engagement survey, “Identity, Connection and Choice.”

The information gathered from the survey and related events was fed back to the Scottish Government and influenced their recently published ‘A Fairer Scotland for Older People: framework for action’. The framework has been developed to challenge the inequalities older people face as they age and to celebrate older people in Scotland.
HIGHLAND SENIOR CITIZENS ANNUAL CONFERENCE 24TH APRIL 2019: REPORT

It’s a long time in the planning and when it happens passes quickly. So it was for this year’s annual conference as with others before. What stands out for this year’s was the involvement and engagement with the nearly 80 delegates from the very first session. This was a wide ranging and thought provoking talk from Dr Boyd Peters, Interim Medical Director NHS Highland, entitled ‘Beyond Boundaries and Labels’. His talk was broken into short segments with delegates having their chance to react to, and comment on, the issues raised. There was no shortage of contributions from the floor which added to the success of the session.

The next session was entitled ‘Intergenerational Activity’, but a better title would have been ‘We’ve got Talent’. The session was introduced by an excellent talk from Esme Leitch, Youth Convenor, Highland Council. She was followed by an enacted scenario, played out by pupils from Kingussie High School, portraying the risks of fire hazards that can creep up on the unwary, particularly overconfident and somewhat stubborn older people. It was laced with sound advice and delivered with humour.

This was followed by an interactive presentation by Fortrose Academy Pupils demonstrating their unique Board Game, ‘Past Times’, developed to enable meaningful conversations with those living with dementia. The value of the game has been widely acknowledged across the land and is a tribute to the skills of its creators. It received universal acclaim from all attending.

After lunch we all got creative. The session was led by Karrie Marshall, Director of Creativity in Care, and Chris King. Each and every one of us, irrespective of artistic talent, had to produce a road map showing what an AgeFriendly Community would look like. We were provided with a template and a variety of mediums to create our maps which were then collected and pieced together to create our composite road map.

Ending with a choral session led by Audrey White and her team from the Sounds Familiar Singing Group set the right note. There is an increasing recognition of the value of music in enabling connection with those living with dementia. Somehow it unlocks a key and opens the door to familiar and meaningful past memories. We are lucky to have such a group based in Inverness which meets regularly and is an example for others to emulate.

The analysis of the evaluation forms overwhelmingly endorsed the feeling that the day had gone well, and had been enjoyed and appreciated by delegates. On a practical note, we can record income on the day consisting of £137 from donations, £108 from the plant stall and £176 from the raffle. The support of the Inverness Common Good Fund is again gratefully acknowledged.
Highland Senior Citizens Network’s Great Wilderness Challenge 2019

The 34th Great Wilderness Challenge will take place on the 17th August. This year we have a team of nine intrepid walkers and runners, ranging in age from 11 to over 80, taking part in various routes, including the wonderful Gavin who is going to run the 25-mile route. Jo and Anne walked this last year so are very aware of the huge challenge he is taking on to raise funding for HSCN.

Please encourage all members of the team, young and old, by donating. All donations will go towards HSCN’s work to improve services for older people across the Highlands.

We have a HSCN page on the Just Giving website - or feel free to use our usual contact methods to get in touch.

Introducing Abilitynet

Abilitynet is a UK Charity that operates in Scotland and we provide FREE technical training and support to anyone over the age of 55 or anyone with a disability/medical condition.

We offer the service at the person’s own home or at an agreed venue. All of our volunteers are disclosure checked also due to the nature of the work.

Whether it’s help with things such as: Email, Digital Safety, Ipad training, Mobile training – The list really is endless! We also offer specialist support for people with hearing loss and vision issues.

We can also offer free training and support to charities and organisations.

If you have any questions please don’t hesitate to get in touch.

Chris Grant, Scotland Co-ordinator
T: 0800 269 545  M: 07555 97391  W:www.abilitynet.org.uk
A Reader Requests.

In this edition, a reader has asked us to share information about Anticipatory Care Plans. Here is an excerpt on this topic from the NHS Inform website www.nhsinform.scot

Anticipatory care planning (ACP) helps you make informed choices about how and where you want to be treated and supported in the future. It requires health and care practitioners to work with people and their carers to ensure the right thing is done at the right time by the right person to achieve the best outcome. ACP puts people at the centre of the decision-making process about their health and care needs. By encouraging people to have conversations about what matters to them ACP can help: manage change in an organised way; prevent crisis; reduce future stress; promote quality of life.

Eligibility
ACP is about thinking ahead and being in control of any changes in your health conditions. Anyone at any age may benefit from having a plan.

People with more complex needs are likely to benefit most from ACP as it will ensure their support is: Coordinated; tailored to their needs; informed by their choices and situation.

ACP may also help:
people who're elderly, housebound or living alone
people with mental health or social support needs
infants, children and young people with palliative care needs
families and carers under stress

When to start the planning process
A plan can be started at any stage of a person’s care and is often suggested by their healthcare team. This could be after life events such as a hospital admission or decline in health. If you've been diagnosed with an illness that's likely to get worse, your healthcare team may think it helpful to make a plan for you. If so, they'll work with you to do this. If you aren't asked about making a plan but feel this is important to you, you can tell your healthcare team about your desire to make one.

What to include in your plan
An anticipatory care plan is a record that should be developed over time through conversations, shared working and decision-making between you and your healthcare team.

It's a good idea to think about what you want or don’t want to happen in the future regarding any care you might need. In order for this to work, you might want to think about talking to: your friends and family; any health or social care professionals you see regularly (e.g. your doctor or nurse); a lawyer.

Your plan is a document that can be used to record the details of these discussions.

The plan should include:
- a summary of the “thinking ahead” discussions between you, those close to you and the health and care professionals supporting you
- a record of your goals, preferences, views and concerns
- a record of your preferred actions, treatments and responses that care providers should make following a decline in your health or a crisis in your care or support
- reviewed and updated information as your condition or needs change and different things take priority
- current plans in place such as Power of Attorney, Welfare Guardianship and wills or the need to set these up
- your wishes and views about end of life care, including your preferred place of care, as well as your views about whether or not cardiopulmonary resuscitation is appropriate or wanted

With your consent, your plan should be shared with all those involved in your care.

For those of you with mobile devices, an Anticipatory Care Plan can be recorded using the My Anticipatory Care Plan “Let’s think ahead” App which is available from the NHS Inform website.
A Page of Good News from the HSCN Co-ordinators

In homage to the expected(?) sunny skies, we bring only good news in our summer update:

You may remember Badenoch Shinty Memories from previous editions. They recently officially launched their organisation, and announced that they have received Life Changes Trust funding to employ a project worker to take forward their exciting project supporting people with dementia and their carers.

They are working in tandem with Highland Folk Museum and Shinty Memories Scotland, and their joint post-holder will be key in establishing a national shinty archive as well as facilitating the valuable work bringing people together in the community around shinty memories.

John MacKenzie & Donnie Grant deserve special mention for their enthusiasm and for involving their local communities and partner organisations so well. We wish them good luck!

Fortrose Venture, those enterprising young people who joined us at our conference, recently received the Young Enterprise Scotland Company of the Year 2019 Award at the Finals of the Festival of Youth Enterprise 2019. They now go on to the UK National Championships. They also won the Social Impact and Digital Presence awards, as well as Link Teacher and Journey individual awards. This does not surprise us at all, as they have a fantastic product and a really committed and enthusiastic approach to all they do. We wish them all the best in their next challenge.

Our Spring Get-Togethers are all over now, and we were delighted to have approaches from two groups for additional Get-Togethers hosted at their clubs: The Kensal Club in Alness and Loch Duich Lunch Club in Inverinate.

Please get in touch with Anne or Jo if your club would like to act as hosts for a Get-Together in your area.

anne-hscn@outlook.com 07933 653313
jo-hscn@outlook.com 07933 653585

Congratulations, Fortrose Venture!
A Tribute to our Founder Sheila S. MacKay OBE (05.01.39 - 20.05.19)

from Highland Senior Citizens Network Board & Staff

Both her political life as a councillor and her founding of Highland Senior Citizens Network were products of Sheila’s strong sense of justice. Once Sheila said, “That’s not right - something should be done about it!”, invariably something was done about it.

Just over 24 years ago, an article in the Inverness Courier announced that Sheila MacKay was hosting a meeting in Inverness Town House with the aim of forming an organisation for senior citizens. She was concerned that the collective voice of the older population of the Highlands was not being heard.

Her words at that meeting remain at the heart of the organisation which, shortly later, became Highland Senior Citizens Network:

“We are all a community, and you are a major part of that. You are not a burden on society just because you are getting old. The community has to give you the kind of deal you deserve. You fought for the community, you brought it up and have helped to keep it……
This is an opportunity for you to join together and make your collective voice heard on issues that affect your life.”

Her focus was always on older people themselves working together to change things: we carry that on today in our motto, “Nothing about us, without us.”.

Sheila was instrumental in building up Highland Senior Citizens Network, remaining its public voice for many years, and spear-heading its many campaigns, most notably the retention of some of our care homes. Along with fellow councillor and co-founder, Molly Doyle, Sheila remained at the heart of the organisation for almost two decades.

In 2011, Molly and Sheila received Age Scotland’s Jess Barrow Award for Campaigning: a fitting tribute to their commitment to creating better lives for older people in Highland.

Sheila believed strongly in the power of the ordinary citizen to make change - which remains at the heart of the Network – summed up in her favourite phrase:

‘Don’t complain – campaign’

She was determined, stubborn (when necessary), knowledgeable, compassionate, good fun, brave and fearless.

We have lost a true citizen – but as long as our Network thrives Sheila’s memory will continue and we retain the legacy built by this remarkable champion for older people of the Highlands.

We thank you, Sheila.
Age no object for 2 year old volunteer.

It was a very special Valentine’s Day for our 82 year old Befriendee, when Ollie, her very first Valentine arrived with a rose. Little Ollie comes weekly with his Mum to visit a couple of people who live in Sheltered Housing in Newtonmore.

Our Befriending Service is always looking for referrals and Volunteers.

If you know of someone living alone in Badenoch and Strathspey that would enjoy a blether and cuppa, then please get in touch. We also need new Volunteers: no special skills or super hero cape required, just someone who enjoys a chat and would like to make someone’s day.

Julie Paterson
Befriending Co-ordinator
Here 2 Help
Badenoch and Strathspey Community Transport Company
2 Inverewe
Grampian Road
Aviemore
PH22 1RU
01479 810004 email julie@ct4u.co.uk

Connect, inform and campaign

Join us today!