Report 2012

Positive Ageing and Compassionate Caring – A Scotland for All Ages

Scottish Older People's Assembly

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European Year for **Active Ageing** and **Solidarity between Generations 2012**

The Scottish Government

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Executive Summary

The Scottish Older People's Assembly 2012

- It was held in the Edinburgh International Conference Centre with linked meetings in Inverness, Aberdeen and County Louth, Ireland on 2 November 2012. In total 265 people attended.

- It celebrated the crucial role that older adults in Scotland play in the economy and their communities. They engage in paid volunteering work, transmit experience and knowledge and help their families and others with caring responsibilities.

- It enabled delegates to raise concerns about the delivery of care to older people across Scotland. Stories from delegates indicated that poor experience of care exists for some patients during the pathway from hospital to another setting and in the home of the older person.

- Delegates from Inverness, through their chairperson, proposed that the Scottish Older People's Assembly pass a vote of "No confidence" in the Care Inspectorate and that the organisers of the Assembly convey this decision to the Minister. The motion was passed.

- 128 evaluation forms were returned from delegates in Aberdeen, Edinburgh and Inverness (55% response rate) and telephone interviews held with 22 delegates. Over half of respondents completing the evaluation form found the Assembly to be useful or very useful (55%) and many of those participating in the telephone interviews also cited the Assembly as being useful. Feedback from respondents to the evaluation forms and the telephone interviews also indicated that the extent the Assembly gives voice to and represents older people could be improved in future. For example, through further increasing audience participation and with better links to parliament and politicians being made. It also needs to be ensured that issues raised during the Assembly are taken forward.

- Five Steering Group members met Alex Neil MSP, Cabinet Minister for Health and Well Being on 23 January 2013 to present the key outcomes from the Assembly, convey the decision of "No Confidence" in the Care Inspectorate and proposal for the Scottish Older People's Assembly in 2013. The Minister welcomed the information and agreed the proposal for a refreshed Consultative Forum for Older People and Assembly in 2013. He also accepted the opportunity to attend future Consultative Forum meetings and the Assembly in 2013.

- Four members of the Highland Senior Citizens met the Chief Executive of the Care Inspectorate on 24 January in Inverness to discuss the motion of "No Confidence" in the Care Inspectorate. Concerns remain that existing powers are not effective and that other necessary actions need new legislation.

Foreword

I was delighted with the Scottish Older People's Assembly 2012 as a challenging, interactive event. It responded to the wishes of the 2011 Assembly delegates and gave older people in Scotland a chance to come together, learn of new developments and speak of positive and negative experiences.

This year's Assembly celebrated the fact that older people in Scotland play a crucial role in the economy and their communities. They engage in paid or volunteering work, transmit experience and knowledge and help their families and others with caring responsibilities. As we know these contributions can only be ensured, if older people enjoy good health, a reasonable income, and if the Scottish Government addresses our needs in an inclusive and compassionate way.

Video conferencing was used to reach a wider audience in Scotland, Europe and Australia to highlight European Year of Active Ageing and Solidarity Between Generations and the World Health Organisation's role in promoting age friendly cities and communities. Unfortunately, some delegates could not view the Assembly via the video link in its entirety, due to technical problems. You can view nine webcasts from the Assembly on our website.

It was most regrettable that Alex Neil, MSP Cabinet Secretary for Health and Wellbeing, nor his deputy attended the Assembly, but rather, chose to make a previously recorded message, this was noted by a number of the delegates who expressed regret prior to the discussion on the experience of care by older people. During the discussion there was an angry exchange with staff of the statutory agencies, demonstrating that a gap exists between the policies of the statutory agencies, politicians and the experiences of older people across Scotland. As a result a motion of "No Confidence" in the Care Inspectorate was passed by the Assembly.

We will build on this experience by forwarding the Assembly Report and webcasts to the Scottish Government and the Care Inspectorate, and look at how future Assembly events can further involve older people in raising the issues that are important to older people in influencing the Scottish Government's agenda.

We would like to thank everyone who participated in the Assembly, including *Live Music Now* who provided excellent lunch time entertainment and Gary Robertson who facilitated the event. His professionalism and friendly attitude greatly contributed to the success of the day.

Agnes McGroarty

Chairperson,

Scottish Older People's Assembly Steering Group

December 2012

Introduction

The Scottish Older People's Assembly was held on Friday 2 November 2012 at the Edinburgh International Conference Centre. This was a one-day event for older people and their representatives, supported by the Scottish Government and arranged by the Scottish Older People's Assembly Steering Group. The theme for this year's Assembly was the older person's experience of care, either in the person's own home, a centre, hospital or care home. Challenges, good practice examples and the importance of compassionate care were explored in this context.

This was the fourth Scottish Older People's Assembly and the second organised by the City of Edinburgh Council. The Assembly was previously held in October 2009 in the Scottish Parliament, Edinburgh, in 2010 at the Royal Concert Hall, Glasgow and at the Edinburgh International Conference Centre in 2011.

Outcomes from 2011 Scottish Older People's Assembly

The Scottish Older People's Assembly Steering Group recommended that a number of actions be taken forward from the 2011 Assembly. These included actions for national and local government and their partners and for older people themselves to pursue at a community level. The following list provides a summary of what has been achieved during 2012.

UK Government (Department for Work and Pensions) – From February 2012 two members of the SOPA Steering Group became members of the UK Advisory Forum on Ageing. This means that the voice of Scottish older people is included in the development of legislation, policies and services relating to pensions and welfare benefits.

Scottish Parliament together with Age Scotland has facilitated the involvement of older people and their views in the work of the Cross Party Group (CPG) for Older People Age and Ageing and highlighted the importance of making good use of the Public Petitions Committee.

Scottish Government has supported the Scottish Older People's Assembly and the continued engagement of older people in the development of legislation, polices and services. For example, older people are involved in the development of NHS Health Scotland's implementation plan for healthy ageing and on the consultation of the proposed integration of health and adult social care services.

Local Authorities and NHS Boards were expected to facilitate the involvement and integration of older people in the development of policies and services and particularly those directly targeted at older people, such as Scotland's National Dementia Strategy and the Reshaping Care for Older People programme, including the implementation of the Change Fund action plans. Some groups of older people report that the meaningful involvement of older people is inconsistent with the policy expectation.

Communities and Individuals have positively facilitated and promoted the voice and needs of older people as demonstrated through 2012 SOPA, Age Scotland Regional Assemblies, Scottish Voices, Scottish Senior Alliance Assembly and Highland Senior Citizens, WRVS and Community Councils.

Scottish Older People's Assembly Steering Group reviewed its role of the Steering Group and the outcomes from the 2011 and previous Scottish Older People's Assembly events to deliver the Assembly for 2012.

Scottish Youth Parliament is supportive of the links made to older people's issues and through Generations Working Together and its regional networks.

The Scottish Older People's Assembly 2012 Aims

The Scottish Older People's Assembly is a "voice" for older people and an opportunity for older people from across Scotland to discuss issues of importance and concern to them. The 2012 Assembly aimed to demonstrate positive attitudes for and about older people, collaborative working, active ageing and older people's contribution to compassionate caring.

This year's event sought to broaden involvement through video conferencing, linking to regional, national and international speakers and presentations by older people themselves although at times some delegates were unable to view the event in its entirety due to technical difficulties. A larger audience had the opportunity to follow the conference via the live stream and also view the webcast online.

Key Themes

The important themes to emerge from the contributors, films, questions and answer sessions and the evaluation forms included:

- Delegates expressed anger and frustration with staff of the statutory agencies on their contribution to the debate demonstrating that there is a credibility gap between the policies of the Scottish Government and statutory agencies and the experiences of care by older people across Scotland.

- As a vote of "No Confidence" in the Care Inspectorate in Scotland was passed by the majority of the Assembly, there is a need to prioritise actions to continue to improve the quality of care provided to all older people in their own homes, care homes and hospital settings.

- The Care Inspectorate, Healthcare Improvement Scotland and all local authorities and health boards should work with older people and carers at a strategic and local level to ensure that care for older people in all settings is of a consistently high standard across Scotland.

- The need to ensure that older people are fully represented and involved in the Scottish Government's development of policy and plans at a strategic and local level that impact on them.

- Older people do make a significant contribution to Scotland's economy by transmitting knowledge and experience, engaging in paid and volunteer work, in helping their families and others with caring responsibilities and by raising issues of importance to them.

- Feedback from respondents to the evaluation forms and the telephone interviews indicate that the extent the Assembly gives voice to and represents older people could be improved through further increasing audience participation and with better links to parliament and

politicians. It also needs to ensure that issues raised during the Assembly are taken forward.

Outcomes from the 2012 Scottish Older People's Assembly

This report will go to the Scottish Government for information and will also be available on the Scottish Older People's Assembly website together with the videos of the 2012 event.

The Scottish Older People's Assembly Steering Group recommends the following to be implemented from this year's event. These include actions for national and local government and their partners and for older people themselves to pursue at community level.

The Scottish Government with the Care Inspectorate addresses the Assembly's motion of "No Confidence" in the Care Inspectorate in Scotland as a priority, and continues to support the Scottish Older People's Assembly and the integration of the experience and voice of older people in the development of legislation, policies and services at a strategic and local level.

The Scottish Parliament promotes and builds on the involvement of older people and their views in the work of the Cross Party Groups and the use of the Public Petitions Committee.

Local Authorities and NHS Boards work together to improve the quality of care for older people in all care settings and facilitate the integration of the experience and voice of older people in the implementation of policies and services

and particularly those directly targeted at personalisation, care and support.

Voluntary organisations, communities and Individuals in partnership and together plan and develop ways to involve older people in the governance of care and support provided to older people in all care settings.

Scottish Older People's Assembly Steering Group will call on the Care Inspectorate and Healthcare Improvement Scotland and all local authorities and health boards to work with older people and carers at a strategic and local level to ensure that care for older people in all settings is of a consistently high standard across Scotland.

Scottish Older People's Assembly Steering Group will review the evaluation of the 2012 Scottish Older People's Assembly, the role and membership of the Consultative Forum for Older People and the Steering Group to refresh and take forward future arrangements for the Assembly and Consultative Forum for Older People.

Contributors to the Assembly

Dr Rick Swindell, Griffith University, Brisbane, Australia

Rick is a co-founder of U3A Online, the world first virtual U3A. It was set up to help isolated older people and younger disabled people from any country who want to keep their minds active and make new social networks with like-minded members, through their virtual activities. There are no awards, no exams, no assignments and no prerequisites; learning is purely for the

love of learning new things and the benefits of challenging the mind. All courses and resources are provided by volunteer experts from a number of countries so membership costs are nominal. The approach has made a substantial difference to the quality of life of many people isolated by disability, frailty, being a carer, illness, or distance.

Assembly discussion

Reference was made to the difficulty some older men have with social connectivity and how "Men's Sheds" (meeting places for older men to engage with a range of opportunities) in Australia and Great Britain seem to have made an impact on isolation and loneliness.

Hold on to the bell Nellie!

A film by Felix Films Productions

Nell McFadden MBE and Chairperson of Inverclyde Elderly Forum.

In the film, Nell describes her poor childhood in Gourock, the loss of two husbands, raising four children and her retirement when she suffered depression.

Reluctantly following the advice of her doctor to "get out into the community and be involved", Nell accepted work in a local Oxfam shop. She then became the Chairperson of Inverclyde Elderly Forum to campaign for the rights of elderly people and received the MBE for her work.

Alex Neil, MSP and Cabinet Secretary for Health and Wellbeing, Scottish Government

The Minister spoke to the Assembly from a previously recorded message. He apologised for his absence and welcomed people to the Assembly, especially those from Australia and Ireland. He spoke of the number of older people aged 75+ in Scotland expected to increase by 84% by 2033.

He emphasised this will bring challenges in providing the right kind of services in the context of increased need and demand. Therefore radical and innovative steps are required to merge health and social care and reshape older people's care to support early intervention and prevent ill health.

The Minister stated that the Scottish Government wants to keep older people healthy and active and part of their communities by continuing with concessionary travel and enabling independence through self-directed support.

He added the Scottish Government will continue to provide free personal care and has developed the dementia strategy, the strategy for carers and the housing strategy for older people. He also referenced the importance of the central heating and energy programme.

As the transformations are delivered, the Minister made clear that older people will continue to be part of the solution and that their insights and contributions are greatly valued. The

Scottish Government wants to hear the voice of older people and supports a number of organisations to do this, including the Assembly. He looks forward to working with the Assembly in the future.

Scottish Civil Servants and Policy Makers in Conversation

with Gary Robertson and delegates

Kathleen Bessos, Depute Director, Reshaping Care for Older People and Health and Social Care Integration, Scottish Government

Kathleen said that the voice of older people and the older person's experience of care are critical to inform current and future developments in reshaping care for older people and the integration of health and adult social care. She welcomed the opportunity to hear of people's aspirations. During the discussion she stated that hospital may not be the right environment for some older people and that current resources are tied to each agency and not directly related to facilitating discharge. She acknowledged that systems were not working quickly enough and that admission to hospital is not always the best option for some older people. However, the integration of health and social care is a way to improve the transitions from hospital to home and stop the passing on of responsibility by one agency or the other.

Ron Culley, Chief Officer Health and Social Care COSLA (Convention of Scottish Local Authorities)

Ron described his work with the political lobbying organisation which represents the interests of 32 Scottish local authorities. He referenced the importance of partnership working with the third and independent sector and thought there would be concern by the audience in charging for non-residential care and the fragility of the care home market which needs to be developed. He spoke of the importance of the integration of health and social care as a major task for local authorities and the need for an incremental disinvestment in residential care and a reinvestment in community options.

David Cumming, Director of Operations (Programming, Co-operation & Registration, Care Inspectorate)

David said that the Care Inspectorate undertakes inspections for the purpose of improvement in registered care within residential and community settings, including the person's own home. Themes are also utilised to ensure that falls prevention, infection control and care and support are dealt with in a professional way. Carers are also involved in the inspection of social work services undertaken by the Care Inspectorate's predecessor body. David noted that some care establishments provided excellent care while others were static. He added that local authorities had challenges in the contracting and commissioning arrangements and that sometimes the Care Inspectorate was unexpectedly called upon to deal with crisis situations. He described plans for the

Care Inspectorate to work collaboratively with Healthcare Improvement Scotland to improve the quality of care for people at home and those leaving hospital.

Frances Elliot, Chief Executive, Healthcare Improvement Scotland

Frances stated that inspections had found care in hospital to be good but attitudes and dignity could be improved. She referred to the first six month review report of care of older people in hospital which is in the public domain. She added that hospitals are required to submit an improvement plan which is also monitored.

Frances noted that some older people had challenging, complex and multiple needs which required careful management to effect a good discharge home. She described work with NHS Education Scotland to ensure that staff work with the older people in a holistic way.

Hugh Masters Health Professional Policy Lead for Care of Vulnerable Adults and Older People, Nursing Directorate for Chief Nursing Officer, Patients, Public and Health Professions Scottish Government

Amongst other tasks, Hugh is currently the strategic lead on the care of older people in acute general hospitals, implementation of the Standards of Care for Dementia in hospitals, and scrutiny and improvement in hospital settings. He stressed the importance of partnership working and particularly the agenda to implement the integration of health and social care which should have a positive impact on transitional arrangements for people leaving hospital. Hugh also spoke of the Cabinet Secretary's wish to assure the care

of older people in hospital and the role of NHS Education Scotland in assisting staff to develop their skills.

Assembly Discussion

- Stories from delegates across Scotland clearly indicated that poor experiences of care exist for some older people in hospital, during the pathway from hospital to another setting and in the home of the older person and that these were not being heard, taken seriously or dealt with appropriately at the local level.

- Delegates expressed anger and frustration with staff from the statutory agencies on their contribution to the debate demonstrating that a credibility gap exists between the policies of the Scottish Government and statutory agencies and the experiences of older people.

- Delegates raised concerns about the plight of some care workers who are working with large numbers of older people for 15 minutes at a time, querying whether this was satisfactory for clients and workers.

- In some areas, the shift pattern of some care workers impacted disruptively on the continuity of care for some people with dementia.

- Anger and concern was expressed of the impact of the Welfare Reform on tenancy arrangements for some carers.

- Although positive reference was made to the use of Equality Impact Assessments, it was suggested that further work is required to ensure that people in the equality groups are not discriminated against in the care setting.

- Although the implementation of Self Directed Support will offer choice and control in support and care arrangements, concerns were raised of possible pressure and exploitation of people with cognitive impairment.

Age Concern Edinburgh Information Technology

Age Concern Edinburgh Information Technology (ACE IT) is a provider of computer activities to older adults who live in the community and in care homes. Active ageing is demonstrated in the film of ACE IT's 'Moose in the Hoose' volunteers. The film was commissioned by the City of Edinburgh Council for the Assembly and made by Dr Val Bissland (SOPA Steering Group). It shows the importance of social connections for older people in three care homes run by The City of Edinburgh Council and what can be achieved through the medium of computers in the right kind of learning atmosphere. Also highlighted are the views of older people and volunteers on the benefits of social contact, and how it has altered their own perception or experience of care home life.

Assembly discussion

Comments following the 'Moose in the Hoose' volunteers presented by Dr Val Bissland, Centre for Lifelong Learning, University of Strathclyde

- Loneliness and isolation can be experienced by some older people in care homes but it can be alleviated through befriending by trained volunteers.

- Regardless of age, older people can be active, learn and make a contribution to life and the economy.

Dalbeattie older people benefiting from a talking and listening project

Eileen Garratt, Novelist, Gordon Warwick, Community Chaplain and Dr James Clark-Maxwell, GP discuss their involvement in the talking and listening project in Dalbeattie. As a retired Chaplain, Gordon Warwick was invited by the Dr Clark-Maxwell to provide a listening service to older people suffering from low mood or depression.

Eileen described regular helpful meetings with Gordon Warwick over a few months. She added that she had responded in a positive way to the opportunity to talk of her feelings and aspects of her life and now feels more confident in her ability to seek employment.

Interactive discussion on the voice of older people in care settings

The scenario, facilitated by Dr Stephen Smith and Ria Tocher featured an older couple consulting with a General

Practitioner. Their interactions highlighted values, culture, and the voice of those involved when experiencing and delivering care. Members of the Scottish Older People's Assembly Steering Group, Joan Turner, Tom, Berney and Alan Sidaway participated in the scenario and delegates were invited to share their thoughts on it, ask questions, give an alternative approach to that portrayed and consider what could be done in a similar situation. Stephen emphasised that understanding the experience and perspective of others can lead to the development of compassionate ways of working within health and social care. You can find more information on about compassionate ways of working online.

Assembly discussion

Delegates enthusiastically entered into the interactive dialogue, raising points about cultural changes in GP practices, such as short consultations, booking double appointments etc. Alternative ways of dealing with the scenario were suggested with ideas for transferring the learning into other care scenarios.

Inverness Highland Senior Citizens and Alzheimer Scotland Woodlands Day Centre

Woodlands Day Care Centre in Inverness, run by Alzheimer Scotland, uses a computer programme called Hyperscore to enable people with dementia who have no musical background to compose simple melodies. Manager Carolanne Mainland has discovered that using Hyperscore can be an uplifting and exciting experience for both older people and staff.

Carolanne knew it worked for people with autism, so introduced it experimentally. Using a touch screen or a 'mouse' intuitively, lines, patterns or colours are transformed into melodies, harmonies and rhythms. The film '**Raising the Rhythms**' focuses on one woman composing a melody in a one-to one session. The triumph of making music to share with others in the Centre is contributing to the quality of life of the participants and altering perceptions of the kind of learning that people with dementia can do. The film can be viewed on the SOPA website.

The film was commissioned by the City of Edinburgh Council for the Assembly and made by Dr Val Bissland (SOPA Steering Group).

Assembly discussion

Following the film of Woodland's Day Centre, comments included:

"Consensus that using music can be a valuable way to communicate with and improve the quality of life for older people with dementia."

The Netwell Centre, Dundalk Institute of Technology, County Louth, Ireland

The Centre presented a unique homecare experience for older people in County Louth delivered by the Cultaca and presented to the World Health Organisation Global Age Friendly Cities Network IN2012. Cúltaca is an Irish word meaning a strong support or backup, a name given to the service brokers' scheme at the Netwell Centre.

The aim of the service is to strengthen community capacity to provide information to older people, and develop and promote a personalised approach to care to ensure the wants and needs of the older people take priority over standard service delivery. Cúltaca is a liaison between the statutory and non-statutory services and the older person, and in doing so aims to break down regular barriers.

World Health Organisation Age - friendly Environments Programme

World Health Organisation (WHO) Age-friendly Environments Programme is a global endeavour to address the environmental and social factors that contribute to active and healthy ageing. Since 2006, Edinburgh has been associated to this work through its strategy towards A City for All Ages.

The Programme helps cities and communities become more supportive of older people by addressing their needs across eight dimensions: the built environment, transport, housing, social participation, respect and social inclusion, civic participation and employment, communication, and community support and health services.

Making cities and communities age-friendly is one of the most effective local policy approaches for responding to demographic ageing. Physical and social environments are major influences of whether people can remain healthy, independent and autonomous long into their old age.

Videoconferencing and social media

Video conferencing arrangements were co-ordinated and provided by the Edinburgh International Conference Centre, and by Highland Council, Dumfries College, and the Netwell Centre, County Louth, Ireland. Skype was arranged between the Conference Centre and Brisbane, Australia. Due to technical difficulties at the Conference Centre and local venues, some delegates were not able to view the event in is entirety.

- Mostly Twitter was used, although Facebook was available too and 10 new followers were added.

- Over 123 tweets were sent and over 16,200 Twitter users had the opportunity to see and join in the discussion on the day.

The Motion

Highland Senior Citizens Network raised the following Motion for the Assembly to consider and support. This emerged spontaneously as the stories of the speakers from the floor indicated that the Care Inspectorate, the Government's independent agency charged with the responsibility for ensuring the quality of care for older people in Scotland, was failing in its duty to provide uniformly acceptable standards of care by people in the community.

"The failure to provide uniformly acceptable standards of care for vulnerable older people living in the community has led to The Highland Senior Citizens Network calling for a motion of 'no confidence' in the Scottish Government's Care Inspectorate"

The above motion was discussed by delegates for twenty minutes. At the end of this time, Gary Robertson called for a vote. After the vote he recorded that the motion was passed by the majority of delegates. (This included all 20 delegates in Aberdeen, all 30 delegates in Inverness and the majority of people in Edinburgh) The discussion can be viewed in its entirety on the webcast.

Evaluation of the Assembly

The evaluation of the Scottish Older People's Assembly 2012 was conducted by Dr Valerie Egdell, Alec Richard, Professor Ronald McQuaid, Dr Jesus Canduela of The Employment Research Institute, Edinburgh Napier University. It had two phases:

- Phase 1: Evaluation Forms

All delegates in Edinburgh, Aberdeen and Inverness were asked to complete a short evaluation form that was included in their information packs. The form asked delegates to provide information on their age, background, how they heard about SOPA 2012 and how useful were various aspects of the Assembly. In total 128 evaluations forms were returned (a response rate of 55.4%).

- Phase 2: Follow Up Telephone Interviews

Telephone interviews were later held with 22 delegates to provide a more in-depth insight into opinions about SOPA 2012. This was a sample of those who left their contact details and covered a range of: ages and other demographic characteristics; different opinions of the Assembly; and the location at which they participated in the Assembly.

Phase 1 results: evaluation forms
Who participated in the evaluation?

- Gender: The majority were female (approximately 68.0%).

- Age: The majority were over the age of 51, with only 12.1% aged 50 years and younger. Of those aged over 51

years most were aged over 70 years (37.9% of all respondents).

- Ethnicity: Most were White Scottish (77%) or White English (11.9%).

- Disability: 32% had a disability as defined by The Disability Discrimination Act 1995.

- Sexual Orientation: Most were Heterosexual (80.3%). 0.9% were Lesbian, 2.6% were Gay and 3.4% were Bisexual. 12.8% responded that they preferred not to answer the question.

- Faith/Belief: most people were Church of Scotland (28.8%), followed by Roman Catholic (18.4%).

Area of Scotland in which respondents live

Most lived in the Central East or the Central West (reflecting that most delegates attended in Edinburgh). 18.3% and 20.6% came from the North East and North West. Few came from the South West (2.4%) or South East (4.8%) and none came from the Islands.

How did they hear about the Scottish Older People's Assembly 2012?

The majority (71.5%) had heard through older peoples' interest groups and organisations such as Age Scotland and A City for All Ages.

What did they think of SOPA 2012?

Respondents rated how useful they felt SOPA 2012 Assembly was (on a scale of 1 not useful at all and 5 being very useful). 40.7% gave the Assembly a rating of 4, and 55.1% gave the

Assembly a rating of 4 or 5. This shows that the over half of respondents found the Assembly to be useful or very useful.

How well organised was it?

Respondents rated (on a scale of 1 poor and 5 excellent) aspects related to the organisation of the Assembly as well as the programme: Platform discussion; Video conference links; Compassionate Care dialogue; Facilitation of event; Venue; and Catering. Respondents were positive about most of these issues, with the facilitation (average rating: 4.01), venue (average rating: 4.37) and catering (average rating: 4.02) scoring especially well. However, what is noticeable is the poor score (average rating: 1.99) given to the video conference links.

Was the event beneficial and did it give a voice to older people?

Respondents rated (on a scale of 1 not at all and 5 very much) how beneficial they found the event and associated communications. The ratings given (average rating: 3.50) show that the event and associated communications were beneficial but that they were not very beneficial (which would be a rating of 5).

Respondents rated (on a scale of 1 not at all and 5 very much) aspects of the Assembly related to the voice and representation of older people. The ratings indicate that respondents felt that the Assembly gives voice to and represents the voice of older people only to a limited extent. In addition the ratings for whether respondents thought that Edinburgh and Scotland are contributing to active ageing on the world stage were low (average rating: 2.78).

Comments on the vote of no confidence in the Care Inspectorate

The delegates from Inverness, through their chairperson, proposed that the Scottish Older People's Assembly passed a vote of "No Confidence" in the care inspectorate and that the organisers of the Assembly convey this decision to the minister. The motion was passed. Respondents reflected on the passing of the motion in written comments left on the evaluation forms.

For two respondents the motion made the day worthwhile:

- *"The acceptance of the Inverness motion made the day worthwhile because the anger of older people needs to be clearly communicated to politicians"*

- *"Question: How useful did you feel this Assembly was? Answer: On account of [chairperson's] contributions"*

- *Three respondents outlined that it was important that the motion was acted upon and the Scottish Parliament made aware of it.*

- *"Present the proposal made by [chairperson] to Scottish Parliament"*

- *"[Chairperson's] proposition should be carried out and Holyrood Parliament be made aware of it. MSP needed for senior citizens"*

- *"Act on [chairperson's] motion!!!"*

One respondent questioned the value of the motion because of the lack of time for delegates to consider it fully:

- *"Too many political speeches from the floor. Motion should be ruled incompetent as no proper time to consider"*

How did different groups of respondents rate SOPA 2012?

While the overall views of the respondents as a whole provide insights, it is useful to consider the opinions of different groups of respondents, especially as delegates participated from three locations.

Analysis of the opinions of different groups of respondents highlights differences between groups. A number of the differences in ratings of various aspects of SOPA 2012 by Assembly by those participating in Edinburgh, Inverness and Aberdeen were identified. In most of these cases Edinburgh rates various aspects significantly higher than Aberdeen and Inverness.

In terms of the demographic characteristics of respondents (gender, age, ethnicity, disability, sexual orientation, faith/belief) while there are differences between the ratings given by different groups these are not, in the main, significant.

Phase 2 results: Follow Up Telephone Interviews

Many of the respondents cited the Assembly as being useful. The Assembly provides an opportunity for older people to network and share information. It was also felt to generate a sense of solidarity, as delegates realised that issues concerning them were also important to others.

"I think it was good that we were all pensioners together and we all seemed to be saying pretty much the same thing" (Participated in Aberdeen)

In principle, the video link is seen as a good idea, however, on the day technological issues meant that those participating,

especially from Aberdeen and Inverness, could not participate in the Assembly as much as they wished, and they missed some sessions.

"The sad thing was the video link didn't go so well, there was quite a delay before we started and the last session we couldn't even hear, so that obviously deflated the thing quite a bit" (Participated in Inverness)

In terms of the structure of the day, respondents valued the extent to which they were able to participate in the event. However, some made suggestions which would increase audience participation further. Round table discussions would help generate further a dialogue between delegates. These could also enable those who are not confident enough to speak in front of the whole Assembly to get their view points across. Those participating via video link also said they would value being able to put questions individually, as delegates in Edinburgh were able to do.

"The people could ask questions more this time than previous times so I felt that audience participation was better, so that was a good thing about the whole thing because that's what it's all about" (Participated in Edinburgh)

Many respondents were concerned as to whether the Assembly effected any change in policy. It was important for them that issues raised during the Assembly were taken forward so that delegates could see clear outcomes from the day. Respondents also felt that they would have more chance of having an impact on policy if a politician attended the Assembly in person, so they could put questions to them. In addition, press coverage of the event would also give a voice to older people's experiences.

"I think the Assembly very definitely had a voice but I don't think anyone was listening to it" (Participated in Edinburgh)

Respondents reflected on the passing of the motion of no confidence in the care inspectorate. Four respondents felt that the motion reflected the general feeling of the delegates and that there had been a lot of support of it.

"Although the proposal was put forward I don't really know what will happen with that. Certainly everybody in Inverness had 2 hands up with that" (Participated in Inverness)

"…I liked the [chairperson] from Inverness, I thought he was very good, very good foresight, what we heard of him…" (Participated in Aberdeen)

"When [the chairperson] from Inverness said we should just en masse go for a vote of no confidence for the whole lot of them that just had everybody's support so I think that was very much the general feeling of everybody who was there" (Participated in Aberdeen)

"[Chairperson's] resolution came about of speaking to some people at the lunch and it was completely unanimous that we should say that, but it came out of the blue" (Participated in Inverness)

One of these four respondents did mention that the motion had been incorrectly reported in the press as being a vote of no confidence in the Scottish Government.

One participant made several comments about the motion. They felt that the motion was a 'wake-up call'.

"They didn't gag the [chairperson] in Inverness...there was unanimous voting around the country which for me was quite a wakeup call because you like to think some things are going

right and people are aware of that but I think there is a bit of imbalance...there is a sense that it's all going to pot but it isn't, but it does have to change" (Participated in Aberdeen)

However, this respondent was concerned that there was some imbalance and a lack of awareness of positive experiences of care. They also felt that some people 'jumped on the bandwagon'.

"I felt that the [chairperson] at Inverness did try to put down a clear, tried to give clarity and he laid down definitely a gauntlet that was definitely picked up. But I felt a couple of people jumped on the bandwagon with that." (Participated in Aberdeen)

In addition this respondent also felt that the motion indicated older people thought that this was the only way they could get their voices heard. For the respondent this indicated that other channels for older people to have voice needed to be developed.

"The vote of no confidence I think was the only way they felt that they could get their voice heard and I don't think it is the only way...the listening channels aren't right but I am not sure what the solution is, but that's a big question." (Participated in Aberdeen)

Conclusions and Recommendations

Respondents provided some positive feedback on the Assembly, although it can be seen that, a number of aspects could be improved in future. Areas where future Assemblies could be improved include: the quality of the video conference links; the extent the Assembly gives voice to and representation of older people; better links to parliament and politicians; and ensuring that issues raised during the

Assembly are taken forward. The problems with the video conference link during SOPA 2012 may in part explain the disparities in the ratings provided by respondents between Edinburgh, Inverness and Aberdeen.

From examining the data presented in this report the authors make a series of recommendations to the Scottish Older People's Assembly Steering Group:

(1) Efforts should be made to ensure that a range of older people are represented at the Assembly, especially those who are not members of pre-existing older people's interest groups. Advertising of future Assemblies should use a range of media to reach as wide a group as possible. A wider range of older people's groups should also be provided with information about the Assembly.

(2) If video conference links are to be used in future these should be improved so as all delegates can participate fully in the Assembly.

(3) Delegates would value the opportunity to hear representatives of the Scottish Parliament speak to the Assembly in person, and have the opportunity to put questions to them. This is seen as a key way in which the Assembly can influence policy.

(4) Audience participation could be increased further, for example through the use of round table discussions. This would also enable those who are not confident enough to speak in front of the whole Assembly to share their views and experiences. Follow up sessions might be useful to readdress issues raised during the

Assembly, as well as providing more opportunities to hold forums where different groups can come together.

(5) The ways in which the outcomes of the Assembly are communicated to delegates could be improved. Delegates need to see that there are clear outcomes from the Assembly and that issues raised are taken forward. They especially would like to see that the Assembly influences policy. The delegate packs contained information on actions taken after SOPA 2011; and during the welcoming address and closing remarks the speakers stated that the report of the Assembly would be forwarded to the Scottish Government. However, the evidence gathered for this evaluation highlights that the way in which the outcomes of the Assembly are communicated to delegates could be improved. There should be continued effort to encourage press coverage of the Assembly to give a voice to older people's experiences.

Exhibition

SOPA provided 17 exhibition stands that presented information for older people and carers:

Action on Hearing Loss (Scotland) provides support for people with hearing loss and tinnitus, support for people who are deaf and have additional needs; supplies communication services and training; offers practical advice to help people protect their hearing; campaigns to change public policy around hearing loss issues; supports research into an eventual cure for hearing loss and tinnitus. Action on Hearing Loss was adopted in 2011 as the new name of the RNID. www.actiononhearingloss.org.uk/

Age Scotland provides advice on money matters, health and wellbeing, travel and lifestyle, work and learning and how to get involved. Age Scotland campaigns with and for older people, supports local groups, informs and empowers older people. The Age Scotland Helpline (0845 125 9732) offers an independent, confidential telephone based information service to people aged fifty and over living in Scotland, and to those associated with them such as their carers and families. www.ageuk.org.uk/scotland/

Alzheimer Scotland is the leading dementia organisation in Scotland. It campaigns for the rights of people with dementia and their families and provides an extensive range of innovative and personalised support services. Alzheimer Scotland's 24 hour, free phone Dementia Helpline 0808 808 3000 is there for people with dementia, those who care for them and anyone with a concern or query regarding dementia. www.alzscot.org/

Centre for Cognitive Ageing and Cognitive Epidemiology, based at the University of Edinburgh, is a centre of excellence to advance research into how ageing affects cognition, and how mental ability in youth affects health and longevity. The

goal of researchers at the Centre is to understand more about the changes in our brains that accompany age-related mental decline. The Disconnected Mind is a research project that aims to understand more about how the ageing process affects our thinking and memory skills. It is funded by the charity Age UK and is being carried out by the Centre. The research team is studying a group of people, now in their mid-70s, called the Lothian Birth Cohort 1936 (LBC1936). www.ccace.ed.ac.uk/

Chest Heart and Stroke Scotland aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illnesses. The association undertakes medical research, influences public policy, provides advice and information and support in the community. It facilitates the voice of those affected by illnesses.http://www.chss.org.uk/

Faith In Older People (FIOP) is a charity dedicated to enhancing the quality of life and well being of older people across all aspects of society. The organisation works closely with those providing practical, pastoral or spiritual care with the aim of increasing awareness of the importance of spiritual care in the ageing process. The organisation hosts a wide range of training courses, seminars and conferences covering a broad range of topics related to the issues of spirituality, well being and growing older which are becoming increasing popular with health care professionals. www.faithinolderpeople.org.uk

Generations Working Together (Scottish Centre for Intergenerational Practice) was set up in 2007 with Scottish Government funding, by a partnership of organisations following the launch of the *All Our Futures: A Strategy for Scotland's Ageing Population*.

It provides information, commissions' projects, delivers support and encourages involvement to benefit all of Scotland's generations, by working, learning, volunteering and living together. A priority was to set up local intergenerational networks throughout Scotland to allow members to share information, create new project partnerships, and strengthen community links and access support. Networks currently exist in Aberdeen, Ayrshire, Borders, Edinburgh and the Lothians, Inverclyde and Orkney. www.generationsworkingtogether.org.uk

Joint Improvement Team (JIT) offers practical support to partnerships across Scotland to deliver better health, housing and social care services. In 2011-12 the Scottish Government allocated £70 million to a Change Fund to enable NHS Boards and local authorities, together with voluntary agencies, to redesign services for our growing older population (Reshaping Care for Older People). Plans for use of the funds are to be developed in partnership by health boards, local authorities and the third and independent sectors. They will focus on reducing delayed discharges, reducing unplanned emergency admissions to hospital, and making more innovative use of care home placements alongside improvements in care-at-home provision and housing-related support, and supporting unpaid carers. www.jitscotland.org.uk

Lifestyle Choices (Technology) is an independent assistive technology (AT), telecare and telehealth consultancy building on 16 years continuous experience in the field of AT provision. It provides impartial advice on the use of AT either for a specific individual or for a group of disparate individuals. www.lifestylechoicesat.co.uk

The **National Pensioners Convention (NPC)** is an organisation representing pensioners in the United Kingdom. It is made up of around 1,000 bodies representing 1.5 million members, organised into federal regional units. Its objective is to promote the welfare and interests of all pensioners, as a way of securing dignity, respect and financial security in retirement. The NPC was founded by a former trade union leader. http://npcuk.org

NHS 24 Health Information and Self Care Advice Scotland provides comprehensive up-to-date health information and self-care advice for people in Scotland.

NHS Health Scotland is working with Scottish Government, a number of partner organisations and older people to create an Active and Healthy Ageing Action Plan for Older People in Scotland for the next three years. www.nhs24.com

OPENspace, in association with the University of Edinburgh and Heriot-Watt University, is an international research centre for inclusive access to outdoor environments. The centre brings together experts in landscape architecture, environmental psychology, human geography, forestry, quality of life measures and design for all ages and abilities. The work cuts across a number of policy areas, including health and wellbeing, social inclusion, countryside access and sustainable urban renaissance. It focuses on the benefits to be gained from getting outdoors and the barriers currently experienced by different users, particularly those from disadvantaged groups. Research projects include I'DGO TOO (Inclusive Design for Getting Outdoors), a study into the effects of living in 'shared space' neighbourhoods on older people's activity patterns, wellbeing and quality of life. www.openspace.eca.ac.uk

The Scottish Dementia Clinical Research Network (SDCRN) was established to spread a culture of clinical research in dementia across Scotland and improve recruitment from both urban and rural areas. The Network seeks to increase participation of people with dementia and their carers in clinical studies and increase research activity within the NHS and promote high quality multidisciplinary and multi-centre trials.

U3A (University of the Third Age) is a self-help organisation for people no longer in full time employment or with parental responsibilities and provides educational, creative and leisure opportunities. Local U3As are learning cooperatives which draw upon the knowledge, experience and skills of their own members to organise and provide interest groups in accordance with the wishes of the membership. U3A in Scotland is an umbrella group for all U3As within Scotland, providing help and advice for new U3As, and encouraging the exchange of information and ideas between member U3As. There are almost 6,000 members in 41 U3As in Scotland. www.u3ascotland.org.uk

Acknowledgements and event information

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event to take place. The Steering Group would also like to thank all contributors, including those from Brisbane, Australia, Edinburgh, Dalbeattie, Inverness and County Louth, Ireland.

Conference venue

The Edinburgh International Conference Centre (EICC) is a purpose-built centre offering facilities and technology for conferences, conventions and exhibitions. www.eicc.co.uk

Scottish Older People's Assembly webcast

The Scottish Older People's Assembly has a webcast (recording) of the conference which will be available on the website for some time after the event.

Age Scotland Regional Assemblies

The 2012 Age Scotland Assemblies programme were held during September-October 2012 across Scotland. They were an important opportunity for delegates from Age Scotland member groups in each area to debate topics for later life and to find out about Age Scotland's work with and for older people. www.ageuk.org.uk/scotland

2012: European Year for Active Ageing and Solidarity between Generations

National, regional and local authorities as well as social partners, businesses and civil society were asked to promote "active ageing" and do more to boost the potential of the rapidly growing population in their late 50s and above. Conferences and events, information campaigns and exchange of information and best practice are the tools to be used.

Luminate, Scotland's Creative Ageing Festival

Luminate was launched on 1 October 2012, International Day of Older People. The Festival spotlighted arts activities with, by and for older people, as well as a programme for audiences and participants across the generations. The programme was packed with over 200 activities, including Live Music Now, performed at the Scottish Assembly for Older People 2012.

Scottish Older People's Assembly Steering Group

The Scottish Older People's Assembly Steering Group includes representatives from older people's organisations and groups across Scotland and is chaired by Agnes McGroarty from the Scottish Seniors Alliance. The Steering Group is responsible for the Assembly arrangements and for the second time invited the City of Edinburgh Council to organise the event.

Other representatives on the Steering Group are:

- Barbara Barnes (Alzheimer Scotland)

- Tom Berney, (U3A)

- Dr Val Bissland, Lifelong Learning, Strathclyde University

- Callum Chomczuk, Age Scotland

- Dr Betty Farmer (Highland Senior Citizens' Network)

- Diana Findlay (Scottish Borders Elder Voice)

- Rose Jackson (Temporary replacement for Eric Souter STUC)

- Cathy Leech (Scottish Pensioners Forum)

- Liz O'Neil Steering Group Mental Health and Well Being in Later Life, NHS Health Scotland

- Brid Cullen (National Forum on Volunteering)

- Peter McColl (WRVS)

- Rohini Sharma Joshi (Equality Scotland)

- Alan Sidaway (National Pensioners Convention, Scotland)

- Eric Souter (STUC)

- Joan Turner (Scottish Pensions Association)

- Glenda Watt (The City of Edinburgh Council)

- John White (Dumfries & Galloway Seniors Forum).

- Christine Wilson (Scottish Institute of Human Relations)

The Scottish Government and COSLA are also represented on the Steering Group.

The voices at the Assembly have tapped into some old issues and raised new ones. People are making their feelings known and this can only be a good thing.

Joan Turner, Vice-chairperson of SOPA

Contact SOPA

We would be pleased to receive your feedback on this report.
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Webcasts of SOPA 2012 are available online

HAPPY TO **TRANSLATE**

আনন্দের সঙ্গে অনুবাদ করব

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