

HEALTH & SOCIAL CARE SERVICES IN NORTHERN
IRELAND:

Is the user the loser?

The New Public Consultation Agenda

**Anticipating the Residential Needs of the
Elderly**

George Kernohan

Professor of Health Research

25/06/00 - Houses and homes for the older person

George Kernohan is Professor of Health Research at the University of Ulster. He is involved in interdisciplinary research in partnership with health professionals both inside and outside the University. His special interest lies in enhancement of care through multiprofessional analysis of the complexity in health. He promotes evidence-based healthcare through teaching and consultancy work, which, he says, will shortly develop into "evidence-based self-care". He has published some analysis of consumer satisfaction with care services and will discuss how we might capture consumer perspectives

Anticipating the Residential Needs of the Elderly

- Health determinants
- Housing at the centre of health & social well-being
- Ageing population
- How is housing defined?
- A proposal
- What you can do to help..
- Tips on user involvement



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I will look at the various health determinants and show that housing sits centrally in terms of impact on health. I will look briefly at the demographic changes, that you will be familiar with. I want to spend a few minutes looking at how housing is defined, not seeking a dictionary definition, rather how a home is specified, and how the user of that home might influence the definition.

My main presentation is really about research that is not-yet done.

So I will propose some work and I will be very keen to have your feedback.

In fact I will circulate a short questionnaire get some immediate feedback.

I will finish with a few tips on user involvement that have just come out (yesterday) these have been developed by the housing corporation, but seem to have a good deal to say that we can take note of, in user involvement in the health service as well.

Factors affecting health

<i>Fixed</i>	<i>Socio-Economic</i>	<i>Environment</i>	<i>Lifestyle</i>	<i>Access to services</i>
Genes	Poverty	Air quality	Diet	Education
Sex	Job	Housing	Activity	NHS
Age	Exclusion	Water	Smoking	Social Services
		Social environment	Alcohol	Transport
			Sex	Leisure
			Drugs	

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"The impact of multiple housing deprivation would appear to be the same order of magnitude as addressing the issue of smoking and the risk to health posed by multiple housing deprivation seems to be, on average, greater than that posed by excessive alcohol consumption." Furthermore, "housing history matters," as adults who are currently living in good housing circumstances are more likely to be ill if they experienced adverse housing conditions earlier in life.

Home Sweet Home? The Impact of Poor Housing on Health

Alex Marsh, David Gordon, Christina Pantazis, Pauline Heslop

Policy Press

Housing and Health

- Community care reforms
- Cost control
- Reduce the numbers in institutional care
- Withdraw NHS long-stay

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Integrated social and medical care with case management programmes may provide a cost effective approach to reduce admission to institutions and functional decline in older people living in the community.

BMJ 1998;316:1348-1351 (2 May)

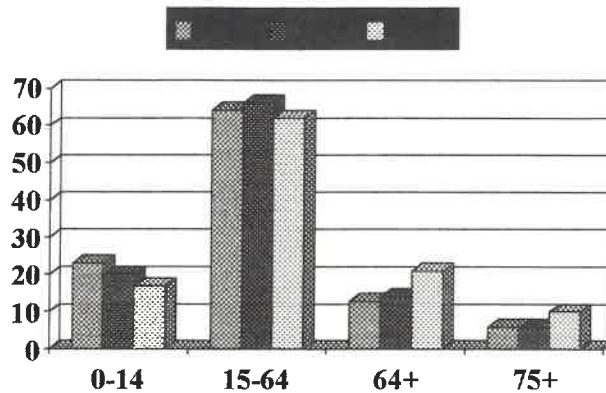
We in Northern Ireland have worked with an integrated health & social care sector for many years, so the “integrated” part of this study, comes as no surprise.

The ongoing move into the community, away from long-term residential care is coming in, like a tide - I suggest that further integration is required_ not only health & social services, but also housing (perhaps this is seen as part of social services).

I suggest that further integration is required that more fully involves the user too

Ageing population

Population projections



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Our population in Northern Ireland is predicted to change over the next 30 years. By 2031, children (0-14) will make up 17% compared with 23% in 1998. At the other end of the age spectrum the number over 65 years will increase from 13% to 21%. The most significant increase will occur in the older age groups. Those over 75 years will account for 10%, up from 6%. An extra 67,000 people. The number over 85 will increase from 23,000 to 45,000.

At present there are five working people for each pensioner.

By 2031 there will be three.

There will be fewer carers, and fewer resources, whether pensions, health social care or housing

Older people can make a contribution to society. More will be necessary.

The 1996 housing executive survey found that 58% of older people live alone, this leads to isolation and social exclusion

Campbell, H. The health of the public in Northern Ireland. Report of the CMO 1999

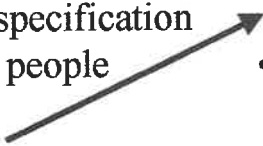
Demand & Supply

Older people, carers,
professionals

Statutory, Private &
Voluntary sector
providers

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The proposed study

- elicit the self- and professionally expressed housing wants and needs of older people, draw up and test a generic housing specification for older people
 - evaluate new and planned housing schemes for older people across the province using:
 - the devised housing specification
 - minimum psychometric standards necessary for group comparisons.
- 

The Big problem

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Specification

- **User**
 - care managed, biased to extant services?
 - not yet user, not yet informed?
- **Professional**
 - Health
 - Building

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Plan for year 1

- data collection from elderly people from three groups:
- in supported housing;
- a care-managed service
- not yet receiving care.



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Gregg St

Folds

Plan for year 2

- citizens' panels to create the "best" housing design criteria, within budget
- site visits
- triangulated with professional assessments



specification

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Plan for year 3

- the specification will become a generic tool to inform commissioners of the housing requirements for older people
- a trial +/- specification
- write up



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Questionnaire

- To investigate health related housing needs
- Anyone can do it!
- Can you?

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Thank you

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Age and Ageing, Vol 18, 380-386, Copyright © 1989 by British Geriatrics Society

Opinions of people aged over 75 years on private and local authority residential care

AV Salvage, DA Jones and NJ Vetter

Research Team for the Care of the Elderly, University of Wales College of Medicine, St David's Hospital, Cardiff.

Two hundred and fifty-one randomly sampled elderly people aged 75 years and over living in their own homes were questioned about their experiences, knowledge and opinions of private rest homes and local authority residential homes. Very few respondents had stayed in either type of institution, and more had visited local authority homes than had visited private rest homes. For both types of institution, **one-fifth of respondents or less** stated that they would be pleased to enter them, and this did not vary significantly between the two institutions. For both types of institution, 'being well cared for' was the main perceived advantage, but while loss of independence was the main perceived disadvantage of local authority homes, cost was the most frequently cited disadvantage of private care.

Just Do It!

**Tips from the Housing
Corporation on user involvement**

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The housing corporation

The Housing Corporation's mission is to improve people's quality of life through social housing. They promote user involvement. People say:

"Its easier to live here"

"You get a say"

"If you don't like something, you can get it changed"

"It makes my job seem more real"

"It helps to get things right first time"

"Makes you think more about what you do"

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Established by Parliament in 1964 as a Non Departmental Public Body (NDPB), the Housing Corporation regulates, funds and promotes the proper performance of registered social landlords (RSLs), which are non-profit making bodies run by voluntary committees.

There are over 2,200 RSLs registered with the Corporation and they are the major providers of new subsidised homes for those in housing need in England. The overwhelming majority of these are housing associations. They improve properties and build new homes, primarily for rent, in inner cities, town and rural areas. They also provide homes for sale through special schemes to help people on lower incomes wishing to become home owners. Registered Social Landlords now own, manage and maintain over 900,000 houses and flats and offer over 100,000 hostel bedspaces, which together provide homes for well over a million and a half people.

Under the Housing Act 1996 the Corporation's regulatory role has widened to embrace new types of landlords, in particular local housing companies.

Lack of Interest?

- Start from where people are at
- Allow them to prioritise
- Listen & respond
- Be positive
- Use *variety*
 - survey/questionnaire/
 - review/newsletter/box
 - meetings/social/focus groups
- Go for quick results
- Make it fun
- Make it safe, easy
- Accessible, ~~patronise~~
- Encourage other staff
 - keep them informed

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1 don't prejudge people, nor impose the organisation's structures/idea, nor aim too high

2 start with projects and issues that are important to service users, ask them

3 respect what people say

4 be positive

5 Variety

Information

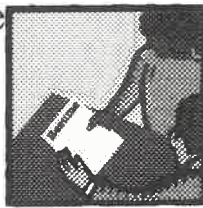
- Text, symbols, photographs, pictures, video & audio
- Advocates & carers
- Build up your own library of ideas
- Internet as a source
- Visit people



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Assess user satisfaction

- Questionnaires, cards
- Interview, suggestion box,
- listen, informal talk
- Door to door
- Complaints procedure
- letters & stories
- annual review
- In groups
- meeting agendas
- forums
- monitor progress with users



user-defined indicators
feedback forms

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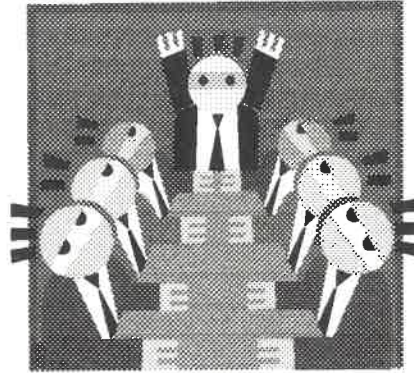
A Culture of Commitment

- Top down & bottom up
- develop, agree, publish, implement and monitor a user-involvement strategy.
- make user involvement a central part of other policies & procedures
- give authority to staff to respond to users
- Agree a budget
- start small, be realistic
- share best practice strategy meetings
- consider a post for user involvement
- training
- users in governance
- employ from user group?

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On the Board

- When we're ready
- set objectives & expectation of the job
- training & support
- gain experience first
- allow attendance for part of agenda to observe
- use a buddy



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Finally, Just do it!

- Look at current practice
- realistic not “tokenistic”
- Give it time & money
- Value what people say
- Vary the approach
- Fun & free food
- Inform & communicate
- Quick results
- Deliver what you promise: follow meetings with action
- Organisational issue
 - with staff too
 - policy
- Training
- Evaluate

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