

# **Slough Older People Strategy 2023 – 2026**

## **Report on Progress – Year 1**

**November 2024**

## Introduction

The Slough Older People Strategy 2023-26 was approved at Cabinet in November 2023. The aim of the strategy is to ensure that Older People can live a long and purposeful life, experiencing good health and achieving a desired quality of life. Importantly, the Strategy seeks to minimise the negative impacts of social isolation and loneliness and seeks to prevent or delay, where possible, a range of Long Term Conditions such as Dementia. Slough's population profile sees a younger population but with 40% of people undiagnosed with Dementia and costs spiralling.

The development of the Strategy was informed by engagement and co-production with Older People and carers. The engagement confirmed that the older person's voice should be central to service development.

The Strategy sets out a 3 year action plan to fulfil its aims with the stated ambition that progress against the Action Plan will be monitored by Cabinet on an annual basis. This report captures the progress in the Older People Strategy Action Plan in year 1. Day to day delivery of the Action Plan is being overseen by an Older People Steering Group which is co-chaired by an officer and an expert by experience and comprises carers, volunteers, the Co-production Network, Council officers and professional stakeholders including representatives from Frimley ICB.

The commitment and passion shown by older people, partners, professionals and local businesses in Slough to deliver on this Strategy has been striking – with a shared commitment and passion to make improvements and support for older people in the town. This includes generous sponsorship of events by local businesses – including “Let's celebrate older people event” on 26 November 2024 (held at Kingsway Centre) and the Carers Celebration Day held in June 2024. (A link to older people developments can be found on the Council webpage for Older People on the following link: [Older people's steering group – Slough Borough Council](#)).

## Background

The Older People Strategy 2023-26 provides an opportunity to deliver and strengthen the older people offer within the town - based upon data, evidence and information obtained through engagement. The Strategy sets out 8 key priorities for Older People, aligned to intended Corporate Objectives and which were consulted upon. The priorities are to:

### **Priority 1: To reduce social isolation and loneliness for Older People**

“Research has linked social isolation and loneliness to higher risks for a variety of physical and mental conditions: high blood pressure, heart disease, obesity, a weakened immune system, anxiety, depression, cognitive decline, Alzheimer's disease, and even death” according to the National Institute on Aging. This is an issue raised by Older People in Slough through awayday engagement feedback they

have told us this is a priority. A robust Dementia Action Plan is being developed as part of a preventative approach to minimising or delaying Dementia and tackling social isolation.

**Priority 2: For Older People to have a continued sense of purpose to live their best life.** “Living a life of intention or having a purpose in life, especially as you age, is integral to healthy living and longevity. Many studies have shown that aging with purpose can provide protection against Alzheimer’s disease, disabilities, cardiovascular problems, and impairment, and lead to longer, happier lives” according to Maplewood Senior Living. Older People in Slough through engagement feedback have told us this is pivotal to their lives. We also see many Older People actively involved as volunteers e.g. for the Co-Production Network continuing to work with purpose and champion securing great services in Slough.

**Priority 3: To live more years in good health.**

Work with our partners such as Health, the Voluntary and Community Sector and communities themselves to support people with their health and wellbeing. Having a range of appropriate provisions in place including a well-functioning adult social care market is critical here. Often people with a range of Long Term Conditions (LTCs) could evidently have poor health in old age so trying to prevent LTCs in line with the next priority are essential. Mapping the customer journey for Older People and developing a clearer operational pathway to support the Older People priorities in this strategy linked to all priorities are the cornerstones of this strategy.

**Priority 4: To work in greater partnership with the NHS and Public Health to prevent Long Term Conditions including the wider determinants of health.**

Work with our partners such as Health, the Voluntary and Community Sector, and communities themselves to support people with their health and wellbeing to prevent Long Term Conditions e.g. Stroke, Cardiac Disease, Dementia, etc. Having a personalised, strengths-based approach within adult social care, encouraging independence and utilising assets within people’s own communities. These will be supported by a strong focus on integrating health and social care services to deliver best value and ensure that residents can access high quality provision when this is required.

**Priority 5: To tailor Older People Information and Advice on the challenges that affect them e.g. cost of living, fuel costs, food poverty, etc**

Not shying away from difficult conversations about critical issues that affect Older People and providing signposting to practical support. For example, use of Independent Benefits Checkers for information on income-related benefits, contribution-based benefits, Universal Credit, tax credits, Council Tax Reduction and Carer’s Allowance. Listening to Older People’s consultation there is a strong desire to not live in such a digital world. SBC needs to look at how accessible standard processes are e.g. Blue Badges which appear to be wholly digital.

**Priority 6: To support intergenerational families best care for their loved ones and with respect to cultural differences.**

Supporting People to have greater involvement in shaping the care and support they receive. Opportunities to have “asset-based” conversations where individuals look to their family/loved ones/neighbours and wider community for support. Recognising the implications of intergenerational families who have in some cases been made up of 11 or so family members so housing requirements have seen two adjacent properties commissioned to meet their needs. There is an opportunity to use the Quality Conversations approach for gathering insights into intergenerational families.

**Priority 7: To have a choice about where I die through a co-produced end of life pathway.**

Opportunities to develop with the support of carers and service users a clear end of life pathway that supports people in Slough to die in the place of their choosing. This often relies on robust co-ordination and transfers of care out of hospital environments. Slough recognises it needs to better develop its end of life pathway drawing together the various components for success. It will best achieve this in a co-produced way through the **new Quality Conversations Model** developed for Oak House **linked to all priorities.**

**Priority 8: To have a range of housing options to suit me in later life.**

Opportunities for Older People to secure advice and access to a range of accommodation tailored to the needs of Older People. This is best achieved through a Housing Strategy developed with partners with particular attention to intergenerational families.

Further detailed information concerning each of these priorities is found in Section 6 of the strategy. A link to the Adults Older People Strategy 2023 – 2026 can be found on the Council webpage for Adult Social Care strategies. [Adult social care strategies, plans and policies – Slough Borough Council](#)

The Strategy contains an Action Plan setting out a range of initiatives which are being implemented to deliver against the priorities. This first annual report back to Cabinet seeks to note the progress one year on. It recognises the significant amount of work which has been undertaken to create a robust partnership framework to support the delivery of the Strategy. An Older People Steering Group meets on a quarterly basis which is Co-Chaired by the Interim Carers and Older People Commissioner and a volunteer who has expertise by experience, is Chair of the Over 50 Forum in Slough and an experienced volunteer of the Coproduction Network. This oversees a number of Task and Finish Groups led by carers, officers and other stakeholders where Slough residents, providers and Council staff meet to develop and progress work through key priorities. There is an Older Peoples web page link as follows: [Older people's steering group – Slough Borough Council](#)

The top priorities taken from the Adult Carers Strategy Action Plan for year one were agreed by the Steering Group and are being progressed through task and finish groups led by officers, partners and carers.

- **Priority 1** To reduce social isolation and loneliness for Older People approach to minimising or delaying Dementia and tackling social isolation.
- **Priority 4** To work in greater partnership with the NHS and Public Health to prevent Long Term Conditions including the wider determinants of health.
- **Priority 6** - To support intergenerational families best care for their loved ones and with respect to cultural differences.
- **Priority 7** To have a choice about where I die through a co-produced end of life pathway.

The Older People Steering Group also agreed that the following elements were fundamental to the delivery of the action plan

- Digital and Technology Enabled Care offer included in Priority 3 - To live more years in good health.
- Dementia was a key pillar of the Priority 4.

## Highlights and Challenges

### Highlights

#### Establishment of Older People Steering Group

An innovative and effective governance framework has been established to deliver the Older People Strategy 2023-26. This includes standing up the Older People's Steering Group which is co-chaired by the Commissioner for Older People and Carers along with a volunteer who has expertise by experience, is Chair of the Over 50 Forum in Slough and a member of the Co-production Network. An Inaugural Older People's Steering Group quarterly meeting took place on 22 April 2024 with the group also having met in August 2024. There were over 17 partners attending from a huge array of backgrounds – whether volunteers, Carers, Co-Production Network Representatives, Healthwatch, Charities, Diverse Groups across Older People Specialisms, Operational Partners (NHS and Social Care) and Public Health in Slough. A well-received presentation by Dr Leidon Shapo, Public Health about Dementia and the Prevention Dementia Needs Assessment.

Feedback has been incredibly positive with people feeling included and having learned things from the depth of experience in the room.

The last Older People Steering Group meeting met on the 12 August 2024 with a planned agenda including a Falls Prevention Health Needs Assessment presentation [Falls prevention HNA presentation August 2024 \(slough.gov.uk\)](https://www.slough.gov.uk) by Dr Leidon Shapo (SBC Public Health), an End of Life presentation by Anita Sawal (Thames Hospice) and lastly an Assistive Technology for Older People presentation by Zac Dean (SBC Adult Social Care Commissioning).

The End of life Task and Finish Group first meeting occurred 12 July 2024. Anita Sawal as Chair and supported by James Hill – both from Thames Hospice, looked at the End of Life Pathway and also associated advanced care planning to support people with their End of Life choices/wishes about where they die.

The papers from the inaugural OP Steering Group meeting and draft terms of reference can be found on the Slough Council website :[Older people's steering group – Slough Borough Council](#)

The Older People Steering Group agreed 6 priorities for year 1 delivery over 2023/24 through Task and Finish Groups:

Priority 1 – Social Isolation

Priority 6 – Culture & intergenerational families

Priority 7 – End of Life Care

Priority 8 – Housing Options for Older People

Priority 3 – Digital and Technology Enabled Care offer included in Priority 3 - To live more years in good health.

Pillar of the Older People Strategy – Dementia

### Development of Task and Finish Groups

#### Dementia

Following the Older People's Steering Group led by Dr Leidon Shapo, collaboration with Public Health to help deliver on the Dementia Action Plan and Older People Strategy has been excellent. Dr Leidon Shapo set up a first Task and Finish Group to look at Dementia on 14 June 2024, including a run through of the Dementia Prevention Needs Assessment as highlighted at the inaugural meeting. A survey of dementia carers is planned along with a guide for professionals and the public for detecting the early signs of dementia. This will be published by the 31st December 2024: [Older people's steering group – Slough Borough Council](#)

#### End of Life

Early conversations about End of Life Care – with Thames Hospice and separately with the Reablement Service who deliver End of Life Care in Slough have taken place. Anita Sawal the Outreach Co-Ordinator for Thames Hospice is the Task and Finish Group Lead for End of Life Care. Anita set up a first Task and Finish Group to look at End of Life Care on 12 July 2024 , including early conversations about End of Life Care, what exists, what are the issues . For a summary of discussions see the Older People web page, link as follows: [Older people's steering group – Slough Borough Council](#)

## Culture and intergenerational families

The first Task and Finish Group meeting to look at Priority 6 – Culture and Intergenerational Families took place on 23 July 2024. This priority is a core theme running across all of the developments for Older People in Slough. The Task and Finish Group Lead is Mariyah Shakoor the Integration Transformation Manager from Frimley ICB.

*The group discussed the scope of the task and finish within the wider Older Adults Steering Group. To engage with intergenerational families, undertake quality conversations to find out their needs, engage and understand roles around caring. It was agreed that the outline of the group and actions identified will crossover and support wider task and finish groups when required.*

Membership of the Task and Finish Group shared what is currently working locally. Slough has many services and community groups run by various cultural groups. The Slough community directory is a platform which is available to all however more awareness is required around social and exercise clubs to intergenerational families.

Language and digital literacy were discussed as a barrier within the community to some cultural groups. A Make Every Contact Count (MECC) approach across statutory partner organisations was suggested to help promote support services.

- Could primary care send out text messages with their appointments to make residents aware of non-clinical social support available.
- There are non-paper based events activity planners across Slough. Could this be explored. This could be costly due to the frequency or having to update the information.
- Discussion around the role of the community connectors, is there possibility within their roles to support residents in accessing community services.
- Agreement to test out if there is a possibility of translating the community directory business promotional cards in other languages.

Everyone discussed challenges with intergenerational families accessing information digitally. With posters and leaflets being posted to intergenerational families, this would give the individuals being cared for more autonomy over their care from a social perspective.

Community transport was raised as barrier in Slough. Individuals within intergenerational families are unable to access community services and social groups.

Stigma in some cultural communities around Mental Health and Dementia was discussed as barrier in accessing support and care. Diabetes and Hypertension are considered as accepted medical conditions openly discussed within the South Asian community. Awareness and education are required around wider illnesses to families. Suggestion to explore creating awareness stands and stall at GP surgeries.

Within intergenerational families, there could be informal carers within households who are not supported. External support and awareness of the SBC Carers Support

Service, and wider services is required. This would make families aware of financial and community support available to them:

- Explore option of creating listening groups within faith-based setting and community groups
- Meet with faith and community leaders to educate them on support available. They would be able to cascade key information and break down barriers.
- Attend schools primary and secondary to speak to children and raise awareness of caring roles amongst peer groups.
- Utilise school communication platforms to speak to parents

School holidays were discussed to explore how social care and respite is provided to the whole family and not certain age cohorts.

- Paper based families magazine that is shared at the end of term to children across the Thames Valley footprint was discussed. Predominant focus is currently around children's activities. The group discussed scope to include information for Slough specifically outlining activities for parents and older adults.

The Group is to further explore the potential of a Slough-wide magazine to replicate the families magazine model for all Slough residents, focusing on support within intergenerational families.

#### Remaining task and finish groups

The remaining Task and Finish groups to initiate are, Social Isolation led by Kevin Barry (member of the Co-production Network), Assistive Technology led by Zac Dean (Assistive Technology Commissioner with Slough Borough Council). There will also be a Task and Finish group regarding Housing which it is hoped will be chaired by a member of the Council's Housing Department. . It is expected that these groups will commence by the end of the March 2025.

A way forward has now been agreed for the Older People Steering Group to join forces with Public Health to jointly tackle Social Isolation and Loneliness. A new Social Isolation and Loneliness Health Needs Assessment (HNA) is to be developed to look at prevention and prevalence so this Steering Group can suggest proposals for change.

There will be the opportunity to look at a range of Long Term Conditions that impact the lives of Older People. Older People can have co-morbidities often having a range of Long Term Conditions. There is an opportunity to work together to prevent Long Term Conditions where there is a family history of these.

Immense work has been undertaken on the Falls Prevention Health Needs Assessment: [Older people's steering group – Slough Borough Council](#)

The development of Assistive Technology for Older People has commenced with a presentation to the Older People Steering Group in August 2024. This showcased



the possible technologies that would assist Older People to live their lives more independently. In some cases, this will avoid the cost of care and give more opportunities for Older People to live their best lives.

Lastly, there is an opportunity to develop a Housing Task and Finish Group. The issues and concerns have been raised by the Older People Steering Group. These matters have been flagged to the housing options manager that have been escalated to the Director of Housing to enable this to be chaired by a manager from SBCs housing department.

In summary there are 8 Older People Task and Finish Groups. Namely:

Falls Prevention, Dementia, End of Life, Social Isolation and Loneliness, Culture & Intergenerational Families, Assistive Technology, Housing and Long Term Conditions due to be in place by 31<sup>st</sup> March 2024.

#### Engagement with all Stakeholders and Partnership working

There has been extensive outreach to small specialist groups to agree the priorities for year one. There has been significant engagement with them to ensure that they have been involved in the Older People's Steering Group. This has resulted in organisations from across the Borough, both Council departments and external organisations taking the lead for individual task and finish groups.

This was built on the engagement and co design work that was undertaken to create the priorities and action plan of the Older People Strategy.

The Commissioner for Older People and Carers developed a "How to Guide" as part of a commissioning toolkit for undertaking a qualitative review of care homes. It was used successfully with the Co-Production Network Lead and Healthwatch last year when a Care Home in Slough was reviewed. This included case studies and also informed the recommissioning decisions regarding this service.

The Commissioner for Older People and Carers and Lead for Integration in the ICB have started to map out Older Peoples plans across SBC and ICB to include Ageing Well. The Lead Commissioner for Older People and Carers also met separately with the ICB Ageing Well Lead to look at synergies across the board and will be followed by monthly meetings to align activity.

## Events

Dementia Action Week (week of 13 May 2024) - the Carers Support and Development Officer worked with the Memory Clinic and Public Health to organise a range of events.

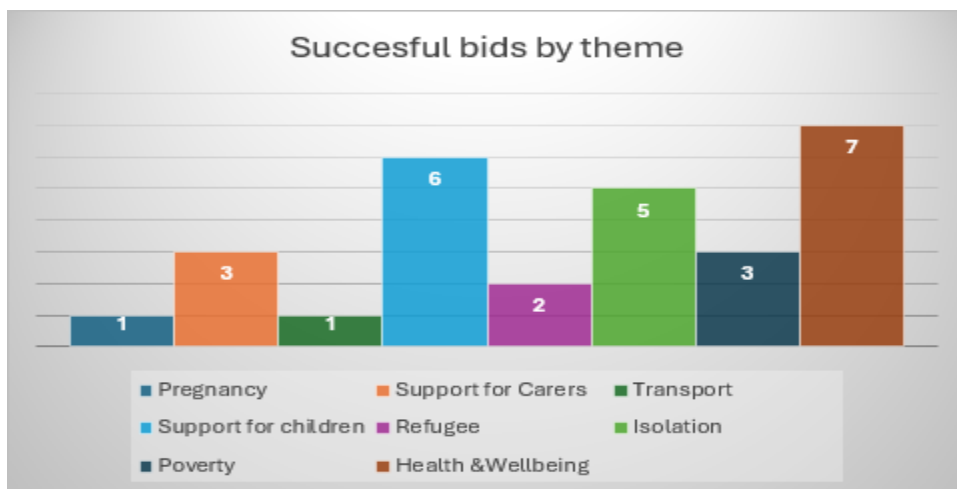
Celebration of Older People will take place on 26 November 2024. This will be a sponsored event.

## Additional BCF Funding for Older People Groups through VCS One Slough grants.

A cabinet report is being presented in December to provide information on the funding of Voluntary and Community Groups through the 'One Slough' grant funded through the Better Care Fund.

All voluntary sector organisations that offer services with Slough can apply for grant funding. Funding is allocated according to the turnover of the organisation's income, with priority given to smaller local community groups. This ensures that grass roots organisations are not disadvantaged through the process in comparison to larger groups who may have more experience and resources available to bid for funding. All bids were evaluated against themes agreed by both community feedback and the strategic aims of the Slough wellbeing strategy. The evaluation panel that included representatives from the Integrated Care Board (ICB), Public Health and a member of the coproduction network and Voluntary and Community Services representation.

Successful bids were as follows:



There were a number of

grants that were issued to services that provide universal services and support the needs of Older People. These are:

Amana's Journey CIC	Drop in cafe & food distribution service across Slough	The project is twofold. The first is a Drop in cafe at Britwell Centre. The cafe operates as a designated Warm Space. It provides hot and cold food plus a selection of beverages in a safe environment. The second part is the food distribution service. A team of volunteers collect donated items, these items are then sorted, packed and delivered to people across Slough who are struggling due to the cost of living.	£5,000
Rise & Shine	Rise & Shine Health & wellbeing	Tackling isolation and loneliness among the older generations in Slough by providing mental health, depression, restricted movement and wellbeing groups focussing on physical activities.	£2,000
Slough 50plus Forum	Slough 50plus Forum	Slough 50plus Forum consists monthly 2-hour meetings, which include open discussion on topics requested by members and information from organisations serving the Slough community. Health and wellbeing, NHS, Adult Social Care services, charities and other organisations some providing help with financial information, support in dealing with any issue affecting people's daily lives.	£2,000
Slough Community Support Cafe	Community Support Cafe & Form-filling Service	The first part is the weekly community café, providing meals free of charge, open to anyone in need of help and we have all ages attending - from babies to older persons. The second part of is a form-filling service as there is more requests for help in this area.	£2,000

## Challenges

### Recruitment difficulties with Community Connectors

There are three Community Connectors commissioned by ASC, funded by the Better Care Fund and Public Health. Slough CVS deliver this service across ASC and Wexham Park Hospital. The dedicated Community Connector at Wexham supports people on discharge linking in with both clinical and social work staff based at the hospital. In addition to any wrap around support required, the connectors will refer older people into the appropriate support services.

### Capacity issues for Commissioner progressing both Older People and Carers Strategy

Ordinarily most Local Authorities would be operating with staffing levels relating to a small commissioning team to manage OP and a dedicated strategic commissioner for Carers. With the Commissioner for OP and Carers Strategies holding a dual portfolio, this along with recruitment difficulties into the Carers Support and Development Worker role have created particular pressures and mean that some of

the timescales within the strategy have slipped. On the OP side of things many of the actions in the Strategy Action Plan are operational and outside the leadership of this Strategy with some projects now inoperable.

#### Continued recovery journey of Slough Borough Council

Due to the continued recovery of the Council, conflicting priorities, capacity challenges and staff turnover within teams across other Council departments, there are elements of the action plan that have been delayed.

The cross Council review of the 'front door' will enable all opportunities that Older People or people that provide support and care for them who may require information, advice and support can get this quickly and easily to remain independent in their own home and have a good quality of life.



## Action Plan

The 3 year action plan from the Older People Strategy 2023/26 is shown below:

	<b>Actions</b>	<b>What we will work on to achieve these actions</b>	<b>How we will know if we are being successful.<sup>1</sup></b>	<b>Comment as at Year 1.</b>
1	To continuously improve Slough meeting the needs of its diverse older people's population.	To develop <b>more engagement opportunities for Older People</b> beyond the Co-Production Network to enable a stronger voice and to hold SBC and partners to account for the delivery of this strategy. To partner with Healthwatch with the Enter & View visits. To include the <b>new Quality Conversations Model</b> developed for Oak House	Creation and effectiveness of a new Older People Steering Group to hold SBC and partners to account for this Older People Action Plan by January 2024.  Measures: As contained in this Older People Action Plan are delivered.  Outcomes Framework.	Ahead of finalising the Older People Strategy Slough entered in a qualitative review of Oak House under a concept of having "Quality Conversations" with service users, staff and family members. The objectives were: <ul style="list-style-type: none"> <li>• To hear first-hand what it is like to live at Oak House from service users and their families.</li> <li>• To ask further questions to enrich the feedback through "quality conversations" with those experiencing care, their family and loved ones.</li> <li>• To separately meet with staff at Oak House to gather their views and experiences e.g. have their ideas been acted upon.</li> <li>• To understand what benefits are experienced beyond care provided at Oak House. Does it feel like home?</li> <li>• To directly send a questionnaire to family/loved ones to gather their views.</li> <li>• To feed back to SBC's contract monitoring colleagues any intelligence to ensure it is acted upon and recorded as part of wider service reviews.</li> </ul>

<sup>31</sup> Actions and timeframes will be reviewed once the Older People Strategy Steering Group has been convened and will be subject to the availability of staffing resource.

		<b>linked to all priorities.</b>		<p>The scope of the exercise was to:</p> <ul style="list-style-type: none"> <li>• To develop some clear, concise and open quality questions to ask those experiencing care and their family members.</li> <li>• To provide a couple of questions to ask some of the staff working.</li> <li>• To think about setting the right environment for the quality conversations.</li> <li>• To consider the communication requirements for those participating in the quality conversations given the higher acuity and end of life service users at Oak House.</li> <li>• To work in partnership with the service provider and registered manager to co-design the approach as much as possible.</li> <li>• To have the Older People and Cares Commissioner lead the Quality Conversations supported by the Co-Production Network and Co-Production Lead along with capacity from Healthwatch.</li> </ul>
2	<p>To see continuous improvements for Older People through <b>a new customer journey</b>.</p> <p>Older People being adequately supported in the borough.</p>	<p>Mapping the <b>customer journey</b> for Older People and developing a <b>clearer operational pathway</b> to support the Older People priorities in this strategy</p>	<p>The development of a customer journey and operational pathway for Older People for Slough by 30<sup>th</sup> September 2024. A co-design exercise with s and Commissioning which is co-produced with Carers and Service Users.</p>	<p>This exercise has not got underway and needs to be reviewed.</p> <p>After this was identified as a project in 2023 it was established that operational colleagues already had a project that was nearing completion. This project was to review the Adult Social Care Standard Operating Procedures (SOPs) which fundamentally pave the way for the customer journey. Learning will be taken from this exercise, with Commissioning contributing as necessary.</p>

		<p><b>linked to all priorities. Putting the Older Person at the centre of everything that we do.</b></p>	<p>Measures: Feedback from the range of Older People Groups across Slough. Feedback from the CPN, new Older People Steering Group (once developed) and the new Hubs etc.</p>	
3	<p><b>To support the dementia care model/pathway</b> locally. Continuing to work in close collaboration with all key partners and stakeholders locally is important as part of monitoring and evaluating our work.</p>	<p><b>A dementia care task &amp; finish group</b> is proposed to take forward this work and develop a standalone <b>Dementia Action Plan for Slough.</b></p> <p>Dementia is the pillar of this strategy.</p> <p><b>Linked to priority 1 &amp; 4.</b></p>	<p><b>A robust Dementia Action Plan</b> by January 2025 as part of a preventative approach to minimising or delaying Dementia and <b>tackling social isolation linked to priority 1.</b></p> <p>Measures: A range of associated KPIs in line with the Public Health Prevention Needs Assessment.</p>	<p>Public Health, Social Care and partners came together on a very important piece of work in developing a <b>Dementia Prevention Health Needs Assessment (HNA)</b> which forms a dementia pillar in the Older People Strategy 2023/26. A copy of the HNA can be found on see the Older People web page, link as follows: <a href="#">Older people's steering group – Slough Borough Council</a></p> <p>This work is being carried forward by the Dementia Task &amp; Finish Group flowing from the Older People Steering Group. Early work has been focused on prevention. There is around 40% of people with dementia that are diagnosed. The first products are to be an Early Identification of Dementia Resource Pack for residents and another for professionals. Format may include a leaflet, a fact sheet and resource packs. This pack will be available by the end of 2024.</p>
4	<p><b>To re-develop an End of Life Pathway.</b></p>	<p>To ensure all the elements of the pathway are joined up to help <b>people die in the</b></p>	<p>A robust End of Lifeway co-produced with Older People with targets for change by April 2025.</p>	<p>An inspiring Older People Steering Group presentation was led and facilitated by Anita Sawal and James Hill of Thames Hospice in August 2024. This showcased the elements of great End of Life Care (see slides). This followed an initial Task &amp; Finish Group which started discussions about</p>



		<p><b>place of their choice</b></p> <p><b>Linked to Priority 7.</b></p>	<p>Measures: KPIs to be developed. But, to include qualitative feedback from family members and professional stakeholders.</p>	<p>advance care planning and dying in the place of your choice. This was led by Anita Sawal as Task and Finish Group Lead for End of Life Care. Notes can be found on see the Older People web page, link as follows: <a href="#">Older people's steering group – Slough Borough Council</a></p> <p>This was a first key conversation about End of Life Care and Anita Sawal will as Task and Finish Group Lead on jointly developing an improved pathway so people can more often die in the place of their choice.</p>
5	To develop a new <b>Older People Steering Group</b>	To monitor and <b>hold partners to account for this Older People Strategy and Action Plan</b> to ensure positive outcomes for Older People <b>linked to all priorities.</b>	To convene an Older People Steering Group by January 2024.  Measure by the deliverables and outcomes achieved through this Older People Action Plan.	An Older People Steering meeting first took place in April 2024. It is a brand new steering group and participants were encouraged on an individual basis. There is a huge passion by Older People to get involved and lots of wanting to influence at a Task and Finish level. The Co-Chair is a member of the Co-Production Network and the Chair of the over 50 Forum. More information can be found at the start of the report.
6	<b>To develop new housing options for Older People</b>	An Older People housing options project group is required to map out a range of housing options to help e.g. <b>minimise social isolation linked to priority 1 and 8.</b>	<b>New Housing Options for Older People</b> are prescribed in Slough's Local Housing Strategy reflecting the demographics e.g. larger intergenerational families at one end and a mix of tenure that would equally see accommodation for	Several meetings have taken place to encourage housing colleagues to engage with the Older People Steering Group about housing issues that support them. We are liaising with Housing with a view to a member of the Housing Department chairing a Housing Options Task and Finish Group.

			<p>students at the other end.</p> <p>Measures: KPIs as included within the Local Housing Strategy. Work to commence with the Housing Department in Spring 2024.</p>	
7	<p><b>To engage with intergenerational families</b></p>	<p>To have a specific <b>Quality Conversation exercise</b> with <b>intergenerational families</b> around their caring role. <b>This is linked to priority 6 and 8.</b></p>	<p>Use of the <b>Quality Conversation toolkit</b> to undertake a Quality Conversation exercise to finding out the needs of intergenerational families by 30<sup>th</sup> September 2024. The outcome will be a <b>standalone Intergenerational Family Action Plan</b> to meet the needs of this community.</p>	<p>We have set up a “Culture and Intergenerational Task and Finish Task &amp; Finish Group. Reflections to date:</p> <p>Language and digital literacy were discussed as a barrier within the community to some cultural groups. A MECC approach across statutory partner organisations was suggested to help promote support services.</p> <ul style="list-style-type: none"> <li>- Could primary care send out text messages with their appointments to make residents aware of non-clinical social support available.</li> <li>- There are non-paper based events activity planners across Slough. Could this be explored. This could be costly due to the frequency or having to update the information.</li> <li>- Discussion around the role of the community connectors, is there possibility within their roles to support residents in accessing community services.</li> <li>- Is there is a possibility of translating the community directory business promotional cards in other languages.</li> </ul>

				<p>Community transport was raised as barrier in Slough. Individuals within intergenerational families are unable to access community services and social groups.</p> <p>Stigma in some cultural communities around Mental Health and Dementia was discussed as barrier in accessing support and care. Diabetes and Hypertension are considered as accepted medical conditions openly discussed within the South Asian community. Awareness and education are required around wider illnesses to families. Suggestion to explore creating awareness stands and stall at GP surgeries.</p> <p>Within intergenerational families there could be informal carers within household who are not supported. External support and awareness of SBC carers support, and wider services is required to be socialised. This would make families aware of financial and community support available to them:</p> <ul style="list-style-type: none"><li>- Explore option of creating listening groups within faith-based setting and community groups</li><li>- Meet with faith and community leaders to educate them on support available. They would be able to cascade key information and break down barriers.</li><li>- Attend schools primary and secondary to speak to children and raise awareness of caring roles amongst peer groups.</li></ul> <p>Utilise school communication platforms to speak to parents Its just the start of the discussion</p>
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8	<p><b>To see improvements in the VCS</b> delivering services for older people in accordance with the service specification</p>	<p>Implementation of the VCS Commissioning Plans. With less day care what other day opportunities could be developed to enrich the lives of Older People.</p> <p><b>Embedding Community Connectors</b> into Hospital Social Work Teams and at the ASC Front Door</p> <p><b>Linked to priority 2 &amp; 4.</b></p>	<p>Contract Monitoring Satisfactory delivery against KPIs set out within the service specification recognising the developmental approach 85% of those OPs diverted at the front door are referred into a VCS offer by 31<sup>st</sup> August 2024.</p>	<p>There are three Community Connectors commissioned by ASC, funded by the Better Care Fund and Public Health. Slough CVS deliver this service across ASC and Wexham Park Hospital. The dedicated Community Connector at Wexham supports people on discharge linking in with both clinical and social work staff based at the hospital. In addition to any wrap around support required, the connectors will refer across services as required</p> <p>The age data for July 23 to June 24 for Citizens Advice East Berkshire for contact by age. Unfortunately they cannot link it to the issues they were seeking help with:</p> <p>See appendix 1</p>
9	<p><b>Integrated Wellbeing Hub.</b></p> <p>Align smoking cessation services with those across East Berkshire</p>	<p>Implementation of Commissioning Plans in time and to budget.</p> <p>Co-production of service design.</p> <p>Hub extended by 1 year to 5<sup>th</sup></p>	<p>New services already commissioned in time for existing contract expiry ie by September 2025.</p> <p>Measures: Improvements in PHOF and ASCOF Indicators. Customer satisfaction</p>	<p>All targets have been met. SBC are continuing to work closely with East Berks and other Berkshire-wide LAs whenever opportunities arise. One of our upcoming pipeline projects is a digital stop-smoking signposting system across the Frimley area, which is being led by the ICS in collaboration with local authorities.</p>

		September 2024 with an option for 1 final year's extension if required.  <b>Linked to priority 4.</b>	KPIs included within specification.	
10	To embed a <b>personalised, strength-based approach</b> into our practice.	<b>Implementation of the ASC Transformation Programme linked to priority 4.</b>	50% more personalised approaches as demonstrated in the Contact and Referral Data collated as part of the ASC Balanced Scorecard by 30 <sup>th</sup> August 2024  Measures: Satisfaction Survey	A year 2/3 task led by Operations as part of the revised TOM.  Strength based approaches are being reviewed as part of current review of savings requirements. Part of this is to ensure that operational colleagues understand the prevention offer. Commissioning are running 4 sessions to this effect in early October 2024
11	Embed the <b>ASC Front Door Project</b>	Project Group established under the <b>ASC Transformation Programme.</b>  <b>Linked to priority 4.</b>	Increased access by the Front Door to preventative services including the VCS by 75% by August 30 <sup>th</sup> , 2024.  25% reduction in the number of people receiving Adult Social Care by 30 <sup>th</sup> August 2024.	System inoperability which is being addressed within the revised Front Door TOM.  Front Door is currently being reviewed as part of the Target Operating Model. More robust links with Adult Social Care are being worked through.

12	<b>Community Equipment</b>	<b>Recommission our Community Equipment Services in 2024. Linked to priority 4.</b>	<p>Service delivering as reported to Cabinet in November 22 and in accordance with the specification.</p> <p>Reduced demand for adult social services by 25% by 30<sup>th</sup> August 2024.</p>	<p>The Berkshire Community Equipment contract has been renewed with NRS Healthcare, until 2029.  <a href="https://www.slough.gov.uk">AGENDA ITEM (slough.gov.uk)</a></p> <p>The Commissioner for Assistive Technology and Community Equipment is exploring innovative solutions to reduce costs. Among these initiatives, we have introduced Community Equipment drop-off sites at Observatory House and Chavley (HWMC). These sites allow residents to return small to medium-sized equipment, which not only facilitates recycling but also brings financial benefits to the council through credits received for each item returned.</p> <p>Additionally, we are developing a new webpage on the council's website to guide residents on sourcing their equipment independently, further aiming to reduce expenditure. Moreover, the recent implementation of new practice guidance for equipment in care homes marks a significant shift in our approach. We now provide only specialist equipment to care homes, and no longer prescribe standard items. This change to the practice guidance has already resulted in validated cost avoidance savings of £22,000 for the council.</p>
13	<b>Assistive Technology</b>	<b>Facilitate an assistive technology diagnostic to</b>	Diagnostic concluded on time and to budget.	We are currently advancing several projects focused on Technology Enabled Care (TEC) to promote various technological solutions available to the adult social care workforce. This year, we are on track to achieve our targeted

		<p>understand how the Council can make best use of technology to support independence especially for Older People. <b>Linked to priority 3.</b></p>	<p>Plans in place to develop the <b>Assistive Technology Offer</b> by end of 2024.</p> <p>Measures: KPIs established as part of developmental work.</p>	<p>savings of £720,000, having already realised 22% of this goal. Technology Enabled Care is receiving excellent promotion across Adult Social Care, and we are preparing to roll out new processes for TEC that are specifically designed for the adult social care workforce.</p> <p>At the August 2024 Older People Steering Group the Assistive Technology Commissioner came to talk with the group and demonstrated some of the latest gadgets to assist Older People live as independently as possible.</p>
14	<b>Reablement review</b>	<p><b>A review of the reablement service</b> to ensure that is delivering against stated aims and achieving value for money.</p>	<p>Review undertaken and next steps agreed by 31<sup>st</sup> December 2024</p> <p>ASC Transformation Programme.</p>	<p>A report is being presented to November Cabinet regarding the reablement review and recommendations to achieve value for money.</p>
15	<b>Domiciliary Care</b>	<p>Recommissioning of domiciliary care as well as replacement care. Contracts for unregulated as well as CQC regulated care. <b>Linked to priority 3.</b></p>	<p>Services in place and care market for domiciliary are functioning effectively. KPIs in contracts.</p> <p>Measures: CQC rating reported regularly into DLT.</p>	<p>This will be actioned in year 2/3 of this Older People Strategy 2023-26. A major transformational project spanning at least 18 months given the complexities and nature of the market.</p>
16	<b>Extra Care</b>	<p><b>Full implementation of new contract</b></p>	<p>Measures: Contract delivering against KPIs.</p>	<p>This will be actioned in year 2/3 of this Older People Strategy 2023-26. Regular input from the QA/Market Management Team.</p>

		for extra care services. <b>Focus on reducing isolation and bringing the community in</b> e.g. hairdresser, exercise classes to the setting. Encourage the voluntary sector to visit and for activities to happen on/off site.	Satisfaction survey: Resident satisfaction what ambitions are there for 75% of tenants satisfied?	
17	<b>Residential and Nursing Care</b>	Expand provision where there are current gaps. This includes nursing and respite care. Care Home Market Retender increasing the number of block contracts.	<p>Recommissioning of block contracts to expand the number of arrangements.</p> <p>Adequate provision in place to meet demand. Progression of the <b>Market Position Statement</b> (due to be presented to Cabinet in Autumn / Winter 2023/24)</p>	<p>SBC progressed with an extension of the residential and nursing beds at Oak House, Wexham. SBC wished to actively engage with service users and family members to capture their insights and experiences of care at Oak House through a co-produced framework. This was through “quality conversations” between SBC commissioners, Co-Production Network, Healthwatch and individuals experiencing care, staff and their families. This will provide SBC with rich information about what it is really like to experience care at Oak House and provide qualitative intelligence to underpin current and future commissioning arrangements.</p> <p>Beyond this we have a set of quality metrics by which Care UK the current care provider need to perform.</p> <p>A wider review around residential and nursing undertaken by the SBC Market Management Team.</p>
18	<b>Stroke Support Services</b>	From 2024 onwards the	New services in place.	New services in place.



		<p>Stroke Association Recovery service will be commissioned as a single ICB wide service being led by Frimley ICB.</p> <p><b>Linked to priority 4.</b></p>	<p>Measures: From 2024 onwards, KPIs within service specification delivered. KPIs relate to outcomes to:</p> <ul style="list-style-type: none"> <li>• Improve the confidence of stroke survivors</li> <li>• Reduce social isolation,</li> <li>• Increase choice and independence.</li> <li>• Embed healthy lifestyles.</li> <li>• Increasing the numbers returning to employment after a stroke.</li> </ul>	<p>Measures: From 2025 onwards, KPIs within service specification delivered. KPIs relate to outcomes to:</p> <ul style="list-style-type: none"> <li>• Service users report that the support has enhanced the quality of their life</li> <li>• Service users report increased confidence, self-esteem, and self-efficacy</li> <li>• Service users report increased physical and mental wellbeing</li> <li>• Service users are aware of how to reduce risk of secondary stroke and other cardiovascular events</li> <li>• Service users report increased social connection, participation, and involvement in purposeful activity</li> <li>• Increasing the numbers returning to employment after a stroke.</li> <li>• Service users report enhanced knowledge, skills, and confidence to self-manage</li> <li>• Service users report increased control, choice, and independence</li> <li>• Service users report a positive experience of care, which is personalised to needs, preferences and individual circumstances</li> </ul>
19	<p>Developing current <b>Information and Advice</b></p>	<p>Boost Team exists in Slough that assist in checking e.g. benefits entitlements to ensure people are aware of all the</p>	<p>SBC records all the signposting and advice given to evaluate the impact and make use of any rescue funds available from some voluntary sector</p>	<p>The Income Boost Team are to be invited to the Carers Steering Group which OP Steering Group members can attend too. This will focus on matters concerning them – this will include pensions credit, carers allowance etc.</p> <p>There is also a planned event “to celebrate older people in Slough” on 26<sup>th</sup> November” where it is hoped that the Chief</p>

		<p>benefits they can claim at this time. We want to support everyone to be as self-reliant as possible.</p> <p><b>Linked to priority 5</b></p>	<p>organisations are targeted appropriately.</p> <p>Making sure Older People can guide this ambition through the Older People Steering Group.</p> <p>Listening to Older People's desire <b>to not live in such a digital world</b> e.g. renewing a Blue Badge can only be secured on-line in Slough. This frustrates Older People and means more reliance on family/friends/voluntary sector to do this on their behalf i.e. doesn't assist Older People to self-care.</p>	<p>Executive, MP, Leader of the Council, Head of Localities, Director of Commissioning, NHS lead and CVS Leads will hold a Panel with Older People to ask questions that are important to them. In addition there will be stalls and information stands for issues that matter to them.</p>
20	<b>Developing a Housing Strategy for Older People</b>	<p>To ensure that we continue to look at new and independent housing options for Older People. Looking at Slough's makeup</p>	<p>To develop in partnership with housing <b>a Housing Strategy for Older People</b>. To ensure that over the next 10 years or more we have enough housing to</p>	<p><b>Housing Options for Older People Task &amp; Finish Group</b> –engaged with housing in late June 2024 to discuss the current and future challenges with housing for OP Housing representative to Chair the group is to be identified.</p>

		<p>looking to support models for inter-generational families. Additionally options for step down from hospital so Older People can regain skills and convalesce.</p> <p><b>Linked to priorities 1, 6 &amp; 8.</b></p>	<p>meet the needs of Older People in Slough.</p> <p>Links to Housing Department and conversations taking place over 2024.</p>	
21	<b>Co-production</b>	<p>Developmental planning around co-production to continuously strengthen the approach. <b>Linked to all priorities.</b></p>	<p>Members of the co-production network feel as though co-production is effective in the borough. Quantify the numbers of engagements, things that have changed consequently? What could we measure in a meaningful way?</p> <p>Qualitative assessment and feedback.</p>	<p>The Strategy has been informed by engagement with Older People through our Co-Production Network and a Commissioning Away Day. The engagement confirmed that Older People wanted a sense of purpose and spoke of social isolation and loneliness and its affects. In addition, Older People, their families and staff at a local care home were asked open questions about their experiences which also underpin this strategy. This was co-designed with support from the Co-Production Network and Health Watch in these “Quality Conversations.” Delivery of the action plan contained within the Strategy will be overseen by a new Older People Steering Group comprising older people, the Co-production Network, Council officers and professional stakeholders including representatives from Frimley ICS.</p> <p>Immense work has taken place in designing and setting up a robust Older People Steering Group from which flows</p>

				independent OP Task & Finish Groups led by older people/carers/volunteers/co-production network to work collaboratively on key issues.
22.	<b>Recommissioning of DP Support Services</b>	This appertains to the <b>Pre-Payment Card</b> Service. Live project in 2023. <b>Linked to priority 2</b>	<b>A Framework in place by March 2024.</b> Will assist Older People manage their DP and provide greater transparency for SBC.	<p>The Pre-payment Card Scheme has been renewed and a contract putting in place for a 1 year period – drawn down from NEPO framework and with an estimated value of £24,900 – fixed price agreement. Contract now due to expire 31/03/2025.</p> <p>Currently, there is a commissioning and procurement exercise with corporate procurement to ensure arrangements are in place for financial years 2025/6, and 2026/7.</p> <p>The Adults Commissioner is having discussions with other council departments to see who else uses a form of prepaid cards and if chance to commission council wide pre payment cards.</p> <p>The plan is to recommission and go live by 1<sup>st</sup> April 2025.</p>
23.	<b>Promotion of ISFs</b> with service users/providers as part of a continued promotion of the DP scheme.	<b>Easy read leaflet</b> developed for promoting the offer. A revitalised approach to increase the numbers of those pooling together to have an ISF.	Continuous Improvement with developments <b>across client groups.</b>	<p>The Easy Read Leaflet for Individual Service Fund (ISF) is not confined to those wishing to pool budgets. We are looking to extend the Self-Directed Support offer to include ISFs (Individual Service Fund agreements). A number of Direct payment Recipients as they become older are saying that they no longer want to manage their Direct Payment.</p> <p>orA paper is being developed for SLT and DLT to progress this work. Slough has joined the Self-Directed Support Network to learn from other councils who have piloted or</p>

		<b>Linked to priority 2.</b>		introduced ISFs and has undertaken desktop research on Easy Read information and related ISF Holder agreements used in other council areas.
24	<b>Addressing Social Isolation.</b>	<p>Capture data from Community Connectors, social workers, service users and family members to guide future commissioning activity and small grant programme in the town.</p> <p><b>Linked to priority 1.</b></p>	<p>Gather further data to inform activity to address social isolation.</p> <p>Feed into the small grant programme for the VCS where additional funding of services tackling social isolation would be beneficial.</p> <p>Measures: Outcome from small grants programme.</p>	<p>The Older People Steering Group is a passionate believer in the brevity of the issues around Social Isolation (SI) , its impacts and what is available currently to help combat SI. They want to make a difference and have been tasked at looking at the "Befriending Offer" to see if extending the offer to face to face befriending may be a positive way forward. There are strong links between SI and e.g Vascular Dementia, so its important to have early intervention. There is a huge focus around SI/loneliness across the NHS, Public Health and Social Care. So much so that Public Health are leading on a new Health Needs Assessment (HNA) work for SI/Loneliness. In doing so a robust new OP Task &amp; Finish Group for SI/Loneliness is being developed co-chaired by a CPN volunteer and Public Health. Please see the slides on the Older People web page, link as follows: <a href="#">Older people's steering group – Slough Borough Council</a></p>