

Age Alliance Wales

Defining Preventative Services



The first of Age Alliance Wales' (AAW) key asks to the Welsh Government states that:

- *Older people and carers must have access to **early intervention and preventative care services** to help to maintain their health and wellbeing both when older and when growing older*

The Social Services and Well-being Bill (Wales) will place a duty on local authorities to work with partners to provide preventative services, however it is not clear how the Welsh Government intends to define these services. AAW is concerned that failure to address this issue could lead to a lack of recognition of the value and breadth of services that can be categorised as preventative and to an acceptance of a narrow or excessively medical definition. In order to address this lack of clarity, AAW is calling for the following definition of preventative services to be included in Part 2, Section 6 of the Bill:

1. **Any** interventions¹ designed to reduce the risk of mental and physical deterioration, accident, disease or ill health and / or to promote long-term physical, social, emotional and psychological wellbeing;
2. services that enable people to live independently or support people to live independently for longer;
3. services that aim to promote quality of life, self-determination and community engagement.

The Bill will provide an opportunity for the third sector to strengthen partnerships with local health boards and local authorities. AAW believes it is vital that all sectors gain a shared understanding of the concept of prevention in order to facilitate integrated preventative action and to encourage agencies to adopt a broader preventative approach to care for older people.

The Bill aims to promote a partnership approach to maintaining and enhancing well-being and is committed to giving people real voice and control. Preventative services will be key in ensuring the success of this approach and can be particularly effective in minimising the impact of loneliness which has been linked to depression, the onset of Alzheimer's disease and general ill health in older people.² Recently published data from the Office for National Statistics shows that 46% of people over the age of 80 reported feeling lonely some of the time or often, and that people who are widowed or in poor health were more likely to report feeling lonely.

Adopting a person centred approach to health care could involve identifying opportunities for older people to become involved with community activity. However statistics show that such

¹ The Health England definition of preventative intervention cites a range of preventative interventions that include 'clinical, social, behavioural, educational, environmental, fiscal or legislative'. Health England (the national reference group for health and wellbeing) (2009) *Prevention and Preventative Spending*. Available online @ <http://www.healthengland.org/publications/HealthEnglandReportNo2.pdf>

² Oxfordshire Age UK (2011) *Safeguarding the convoy: A call to action from the Campaign for Loneliness*

opportunities are decreasing; between 2010 -11, the number of people accessing community learning activities offered by local authorities fell by 2.9%, however between 2011 - 12, this figure fell by **10%**.³ It is vital that the Welsh Government, statutory and third sector agencies work together to minimise the impact of these cuts and to ensure that there are sufficient opportunities for older people to find activities in their local community that are accessible and suited to their needs. Failure to do so could mean that, despite adopting a person centred approach to care, levels of isolation and loneliness among older people will increase.

Appendix 1

Preventative services delivered by members of Age Alliance Wales

When collating this paper, distinguishing between the terms early intervention and preventative care proved problematic. It was noted that public health agencies categorise services into primary, secondary and tertiary prevention which helps to illustrate how preventative approaches can be effective for individuals at different stages of their life or following the onset of ill health, accident or disease. The table below has been colour coded to demonstrate how preventative services currently offered by members of Age Alliance Wales can be categorised using these terms. The services noted are not an exhaustive list but do illustrate the breadth of services, campaigns and activities that can be categorised as preventative.

Primary prevention	action to prevent accident, ill health or disease occurring
Secondary prevention	action to detect accident, ill health and disease at an early stage
Tertiary prevention	action to reduce the impact of accident, ill health and disease or to provide active rehabilitation

	<p>Age Alliance Wales recognises that there are many activities and services with which older people engage that encourage social interaction, civic engagement and physical exercise and which act as “preventative interventions.” At the primary level, these would include adult learning opportunities; arts, cultural and sporting activities; library services and a wide range of volunteering opportunities. Signposting to local community activities is provided as part of certain services delivered by AAW members.</p>	
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³ StatsWales (2012) Further Education, Work-Based Learning and Community Learning in Wales 2011 – 12 (provisional figures) SDR203/2012

	<p>Action on Hearing Loss Cymru Hear to Meet is a Big Lottery funded befriending project which combats social isolation by offering people with hearing loss the opportunity to meet and exchange experiences and information.</p>	
	<p>Hear to Help is funded by the Big Lottery in partnership with local health boards and offers people support with hearing aids from trained volunteers. The project helps people with hearing loss to avoid unnecessary trips to hospital audiology departments.</p>	
	<p>Hearing Check is an online, free tool that allows people to test their hearing. People on average take 10 years to address their hearing loss. This simple test can overcome the stigma of a visit to the GP and enable people to carry out the check in their own home and to contact a GP or audiology department if needed.</p>	
	<p>Information Service provides information on assistive equipment, signposting to local support, publications and web-based advice to individuals on how to adapt to hearing loss.</p>	
	<p>Age Cymru Local partners deliver a range of preventative services which include:</p> <ul style="list-style-type: none"> • Information and Advice Services offering benefit checking services, signposting, referrals and practical help with telephone calls, letter writing and direct access other local services. • Anglesey Age Well Initiative is a partnership between the local authority, health board and Age Cymru Gwynedd a Môn and aims to promote personal independence, involvement and participation. Activities include falls prevention clinics, a national referral scheme, gardening, sporting, musical and art activities, food nutrition awareness and intergenerational projects. • Age Cymru Gwent Prevention of Admission to Hospital Service PATH is part of the Newport Frailty Team and aims to provide care to older people in their own home in order to reduce the number of inappropriate hospital admissions. • Age Cymru Swansea Bay Floating Support Service focuses on achieving outcomes that support older people to remain in their own home which can include increasing participation in their local community and breaking down social isolation. • Nordic Walking is programme run by Age Cymru which uses peer volunteers to deliver sessions as a low cost physical exercise which contributes to maintaining health and wellbeing. 	
	<p>Alzheimer's Society The Dementia Support service improves knowledge and understanding of living with dementia, signposts to local support,</p>	

	offers practical advice on managing finances and accessing benefits and improves coping strategies. Services such as Dementia Cafes, Singing for the Brain groups and befriending encourage and support social interaction, mutual support, information exchange and meaningful activity. These services mitigate against feelings of isolation, a lack of information and a lack of choice and control often experienced by people affected by dementia.	
	Arthritis Care The Helpline team provides free, confidential, practical support and information by phone, letter email and online.	
	Peer support volunteers run local Arthritis Care branches and groups across Wales, where people find support and encouragement as well as a range of talks and training workshops. Arthritis Care will also be introducing a Pain Peer Mentor Project to support individuals in rural Powys on a one to one basis to effectively manage chronic pain.	
	Information resources are devised with and for people with arthritis. Free booklets and factsheets offer information on a broad range of subjects, from dealing with pain to exercise and living independently.	
	Self-management workshops and training programmes enable people with arthritis to manage their condition more effectively and dramatically improve quality of life.	
	Campaigning to raise greater awareness of the effects of arthritis, the needs of everyone with arthritis and to improve services.	
	Care & Repair Cymru The Core Service provides tailored solutions for older people living in poor housing. Improving energy efficiency, tackling dampness and disrepair, providing adaptations all help to keep older people safe, warm and independent and reduce or prevent the need to go into hospital and/or residential care.	
	Healthy Homes Check identifies the need for repairs, maintenance, energy efficiency work and adaptations to prevent accidents and falls or the worsening of existing health conditions.	
	The Financial Advice Service includes welfare benefit checks and applications. Help is also given with applying for grants and charitable funding where available, to support those who may have difficulty in funding their own essential works to the home. Increasing household income helps reduce fuel poverty and increases wellbeing by enabling people to do basic things such as paying for a taxi to do the shopping or to visit friends and relatives.	

	<p>Handyperson services help directly with small jobs around the house and in some agencies, with gardening and decorating services. Carrying out small but essential work quickly can have a huge impact on people's lives by giving peace of mind, preventing falls and enabling people to return home from hospital into a safe environment.</p>	
	<p>The Rapid Response Adaptations Service is funded by Welsh Government and delivered across Wales by Care & Repair Agencies. It specifically funds small improvements and adaptations (typically costing around £150) to enable safe discharge from hospital or to help prevent admission into hospital. In 2011/12, 4000 were helped return home from hospital and 10,500 had works that helped prevent hospital admission.</p>	
 	<p>Carers Trust Network partners provide:</p> <ul style="list-style-type: none"> • Care in the home to enable carers to take a break. With recent reports showing the toll caring can have on a person's physical and mental wellbeing, this support remains the vital core of what we do. • Advocacy at tribunals, assessments, case reviews and assistance to access funds and services. • Practical help - befriending, breaks, transport, benefits advice. • Training and education in skills often needed by carers, such as moving and handling people; first aid, and care giving; personal development; stress reduction through reflexology and aromatherapy; and training and education for professionals on carer-related issues. • Rapid or crisis response services which prevent either a person's unnecessary admission to hospital or a delay in their discharge. The aim of their work is to help ensure that no carer has to reach crisis point before they get the support they need. In short, to make it easier for carers to cope. • Information and advice about all issues affecting carers, including benefits, breaks, respite and support services, carer assessment procedures, aids and adaptations. • Referral to other care or health professionals including occupational therapists or memory clinics to support and implement wellbeing or reablement programmes. • Emotional support by providing opportunities for carers to talk through their concerns, both individually and in group sessions, with staff, trained volunteers and other carers who understand their situation, thus helping to alleviate isolation and stress. 	

	<p>Contact the Elderly</p> <p>The model is based on a simple yet very effective concept: free, monthly tea parties for small groups of older people and other volunteers within their community which bring all ages together, develops fulfilling friendships and support networks, and gives everyone something to look forward to. Contact the Elderly currently has over 500 groups in England, Scotland and Wales, which provide a regular, consistent and vital friendship link every month to over 4,000 older people, aged 75 and above. There are currently over 6,500 volunteers supporting the groups: volunteer drivers collect the older guests from their homes and accompany them to tea parties, while volunteer hosts hold the tea parties in their homes. Contact the Elderly's tea parties are complemented by other services; as the older guests become more confident, many start to take up other activities.</p>	
	<p>Royal Voluntary Service Cymru</p> <p>One-to-one social support offering that 'little bit of help' which can prevent an older person from becoming isolated in their own home and from feeling that they can no longer cope without more formal interventions.</p> <p>Community Transport Services which provide support to get out and about and to access to the shops or to hospital appointments. This support is particularly needed as more supermarkets move out of town centres and hospital begin to provide fewer specialist services.</p> <p>Organised social support such as day centres and social clubs enabling older people to socialise in a relaxed environment and offering 'something to look forward to' which is very effective in reducing loneliness.</p> <p>Nutritional support by providing meals on wheels or lunch clubs which ensure that an older person has a nutritious, hot meal on a regular basis, even when they are unable to cook for themselves.</p>	
	<p>RNIB Cymru</p> <p>Community Pharmacy Wales Eye Health Campaign - RNIB Cymru is working with Community Pharmacy Wales and Public Health Wales to organise and deliver an eye health campaign via 714 community pharmacies in Wales during July 2013. The 'Look After Your Eyes' Campaign will involve pharmacists reminding patients that 50% of sight loss is avoidable with early detection and treatment and of the importance of regular sight tests and ways in which they can take better care of their eyes.</p> <p>National Eye Health Week is an annual campaign which promotes the importance of eye health and the need for regular sight tests for all. RNIB Cymru coordinates a Wales advisory group involving representatives from a wide range of organisations. During the week, partners will be involved in awareness raising activities in their organisations to promote the importance of eye health.</p>	

	<p>Cwm Taf Community Engagement Project RNIB Cymru is working in partnership with Cwm Taf Health Board piloting a community clinic to monitor and treat patients with stable glaucoma and ocular hypertension. The clinic, based at Ysbyty Cwm Rhondda, aims to improve waiting times for patients with stable glaucoma, improves access to treatment providing services closer to home and allows patients more time with clinicians in order to gain a better understanding of their eye condition.</p>	
	<p>Eye Care Liaison Officer (ECLO) - this role is an integral part of the eye care pathway. RNIB Group ECLOs in Wales provide emotional and practical support tailored to the needs of the patient diagnosed with sight loss. ECLOs regularly refer patients on to rehabilitation, welfare rights services, the low vision service in Wales, and local social and support groups. Information is provided to patients on a wide range of topics and in an appropriate format. In the longer term the impact of ECLO support on the individual patient can be huge. This can include increased confidence and reduced risk of depression and anxiety; reduced fear of falling and less falls as a result of appropriate aids and adaptations; maximised income and increased independence.</p>	
	<p>Digital Inclusion- the Get Connected project has been designed to support blind and partially sighted people in their own homes and communities to get online and to use digital technology. The benefits of this project include reducing social isolation, supporting older people to become more financially secure, broaden their knowledge, gain independence and to pursue interests and hobbies by using digital technology.</p>	
	<p>Cardiff Institute of the Blind is part of the RNIB Group and offers direct services and support for blind and partially sighted people in South Wales. Various groups and activities are run by volunteers and staff which include gardening, singing, poetry, luncheon clubs, confidence building, befriending services and computer training. The services help to enable people to feel less isolated and promote independence, support and emotional health and wellbeing.</p>	
	<p>Visibly Better is an accreditation scheme which is run and administered by RNIB Cymru. It offers support, guidance, training and recognition for organisations who can demonstrate their services are accessible to blind and partially sighted people. The scheme predominantly supports local authorities and housing associations in their sheltered and extra care accommodation. The accreditation is also transferable to other settings including other supported accommodation, registered care homes and hospital/inpatient services.</p>	
	<p>Further preventative services provided by RNIB Cymru include:</p> <ul style="list-style-type: none"> • Transcription services • Welsh talking books • RNIB helpline offering practical and emotional support to 	

	<p>anyone in the UK living with sight loss</p> <ul style="list-style-type: none"> • RNIB publications including a number of magazines for people with sight loss • Welfare rights service providing information and guidance to people with sight loss about claiming appropriate benefits and signposting to relevant services. 	
 	<p>RSVP Wales (Retired and Senior Volunteer Programme) is part of CSV, a national volunteering and training charity and offers a volunteering and befriending service:</p> <p>Welcome Friends is working to reduce loneliness and isolation among older people living in Blaenau Gwent, Rhondda Cynon Taf, Carmarthenshire and Pembrokeshire. The project aims to increase social interaction for older people so that they feel a significant improvement in their sense of well-being whilst also raising their confidence and self-esteem to make positive choices about their engagement and personal development. Welcome Friends offers a range of befriending activities to effectively engage with older people across the full 50+ age spectrum; this includes engaging older people as volunteers, providing tailored support to encourage older people to join an existing local group, establishing new groups based on local interest and offering one-to-one befriending in the home.</p>	
<p>cymdeithas</p> 	<p>The Stroke Association Cymru A range of high profile campaigns, such as the FAST campaign, raise awareness of stroke, including the risk factors and effects. Ask First provides information on how to monitor blood pressure. The organisation also provides stroke prevention information and undertakes research into the needs of stroke survivors.</p> <p>Stroke Health Improvement Project provides support for carers and families via hospital and home visits, drop in surgeries, access to peer-support groups, information and advice and signposting to appropriate agencies.</p> <p>The Information and Support Service provides practical advice, essential information and emotional support and works closely with stroke survivors to set their own goals and to ensure that any needs are met to make the best possible recovery. Older people can access assistance to join friendship networks, local leisure groups, social activities and referrals to other agencies.</p>	

Appendix 2

The following 17 organisations are members of Age Alliance Wales:

Action on Hearing Loss are experts in providing a wide range of services and support for people with hearing loss and tinnitus and can provide speech-to-text note takers, lip speakers, sign language interpreters and other communication support. The organisation offers practical advice to help people protect their hearing; campaigns to change public policy around hearing loss issues; signposts to social services, fire services, audiology and local organisations and support groups; supplies communication services and training; provides day-to-day care for people who are deaf and have additional needs and supports research into an eventual cure for hearing loss and tinnitus.

Age Cymru is dedicated to improving the lives of all older people and is the leading charity for all older people in Wales. Age Cymru campaigns, undertakes research and fundraises to build a better life for all older people. Age Cymru ensures older people's voices are heard, challenges and changes attitudes; fights discrimination and tackles elder abuse in all its forms.

Arthritis Care is the largest UK charity working with and for all people who have arthritis and is a user led organisation which means people with arthritis are at the heart of all work – they form the membership, are involved in all activities and direct what the organisation does. Arthritis Care provides a wide range of services for people with arthritis across Wales and aims to give people the confidence and support to take control of their arthritis and to lead a fulfilling life.

Alzheimer's Society aims to provide a range of services that support people with dementia and their carers to live well and enable them to remain independent and in their own communities for as long as is possible. Local services include day care and home care for people with dementia, as well as support and befriending services to help partners and families cope with the demands of caring. Alzheimer's Society provides training for health and care professionals and publishes a wide range of training materials and books.

Care & Repair Cymru is the national body for Care & Repair in Wales, and the "Older People's Housing Champion." It is a charitable organisation and actively works to ensure that all older people have homes that are warm, safe, secure and appropriate to their needs. There are 22 Care & Repair Agencies covering the whole of Wales. Each agency provides a wide range of services and support for older and vulnerable people, helping them to remain living independently in their own homes and communities.

Carers Wales supports carers by providing information and advice and campaigns to make life better for carers. Carers Wales influences policy makers, employers, and service providers to help them improve carers' lives.

Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. With Network Partners (Crossroads Care and PRTC Carers Centres), Carers Trust aims to ensure that information, advice and practical support are available to all carers across Wales.

Contact the Elderly are a national charity which aims to relieve the acute loneliness and isolation of very elderly people in the UK who live alone, without family, friends or other support networks nearby. Contact the Elderly's mission is to encourage very elderly people living alone to develop social interests by bringing friendship into their lives, to help such people to establish

social contact with those who are similarly placed and to encourage volunteers to devote some of their spare time to these purposes.

Cruse Bereavement Cymru delivers support and counselling to bereaved people across Wales. Cruse is committed to breaking the stigma around grief and ensuring that everyone, no matter how old or young, can access the highest quality support following a bereavement.

CSV-RSVP engages people of 50yrs+ in the life of their community through volunteering. RSVP (Retired and Senior Volunteer Programme) is part of CSV, a national volunteering and training charity. As a recognised national delivery partner in supporting the work of Welsh Government's Strategy for Older People and with over 20 years' experience of delivering volunteer-led projects for older people across Wales, RSVP is well placed to engage and support older people in a range of quality volunteering opportunities in their local area.

Deafblind Cymru offers specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives. Deafblind Cymru aims to enable deafblind people living with this unique disability to maintain their independence, quality of life, and reduce the isolation that Deafblindness creates.

Disability Cymru is a national association of disabled people's organisations, striving to achieve rights, equality and independence for all disabled people in Wales, regardless of physical, sensory or neurological impairment, learning difficulty or mental health condition. Disability Wales recognises that many disabled people have many identities and can face multiple-discrimination.

NIACE Dysgu Cymru promotes the interests of adult learners with a particular focus on those who are least skilled, most disadvantaged and whose motivation, economic and social circumstances present barriers to engaging in learning.

Prime Cymru is an initiative for mature enterprise established by HRH the Prince of Wales. The charity is dedicated to helping people over 50 in Wales to become economically active through self-employment, employment and volunteering as a stepping stone towards more formal economic activity.

RNIB Cymru campaigns for the inclusion of people with sight loss and runs pilot projects within communities. RNIB Cymru promotes eye health by running public health awareness campaigns and also works in partnership with organisations across Wales to provide local services.

Royal Voluntary Service Cymru (formerly WRVS) aims to make Wales a place where every older person has the choice and opportunity to live the life they want. RVS Cymru offers older people a wide range of services that are delivered through the power of volunteering to make Wales a great place to grow old.

Stroke Association Cymru believes in life after stroke and supports stroke survivors to make the best recovery they can. Stroke Association Cymru campaigns for better stroke prevention and care and funds research to develop new treatments and ways of preventing stroke.

For more details of members of Age Alliance Wales, visit the website:
www.agealliancewales.org.uk/Age_Alliance_Members/

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