

BMHP6027- Empowering the Older Person

Week 5- Local and National Services for Older Persons

Lecture Content

Learning Objectives for today's session

By the end of the lecture students should be able to...

- Understand the range of services available for older persons at local and national levels in the UK.
- Identify the role of services in preventing and addressing elder abuse.
- Evaluate real-world case studies to understand challenges and solutions in elder care and abuse prevention.

Introduction to Local and National Services

Local Services-

- Community-based support and resources, often provided by local authorities or non-profit organisations, designed to meet immediate, area-specific needs.

National Services-

- Broadly available services supported by the government (e.g., the NHS), which set national standards and provide more specialised or extensive support.

Purpose-

- These services aim to support the health, safety, and quality of life of older adults, addressing physical, mental, and social needs.
- They provide specialised support in areas such as medical care, social engagement, financial advice, and safeguarding.

Introduction to Local and National Services

Key Differences-

- **Scope-** Local services are community-focused, often easier to access but may have limited resources. National services are broader, typically offer extensive resources, and cover a larger area.
- **Accessibility-** Local services might be more accessible for day-to-day needs and can provide more personalised support. National services often provide essential health care, including hospitals and specialist care.

Examples-

- **Local Services-** Community centers, local social services, day-care programs, and volunteer organisations that provide home visits or companionship.
- **National Services-** The National Health Service (NHS), national adult safeguarding initiatives, and Age UK.

Key Services for Older Adults in the UK

The National Health Service (NHS)-

- The NHS provides medical and mental health care for older adults, including routine check-ups, hospitalisation, rehabilitation, and specialist care (e.g., for dementia).

Key Services-

- Primary care (GP services), including routine check-ups and prescriptions.
- Hospital care for acute needs, surgeries, and recovery.
- Mental health support- Counselling and psychiatric care for older adults.

Collaborative Approach-

- The NHS often works with social services and community organisations to ensure continuity of care, especially when transitioning from hospital to home care.

Key Services for Older Adults in the UK

Social Services-

- Local councils provide social services to support the well-being of vulnerable adults, including home visits, personal care, and assessments to determine care needs.

Specific Support Areas-

- Home assistance (e.g., cleaning, meal preparation).
- Personal care (e.g., bathing, dressing).
- Assessments for care needs and eligibility for financial support.
- Rehabilitation- help to return to life at home after leaving hospital or care home.

Key Services for Older Adults in the UK

Charitable and third Sector Organisations-

Examples- Age UK, The Silver Line, Hourglass.

- **Age UK-** Offers resources, social activities, legal support, and information on care options (Age UK, 2024a)
- **The Silver Line-** A helpline for older adults providing companionship and emotional support (The Silver Line, 2023)
- **Hourglass** (previously known as Action on Elder Abuse)- Provides resources for understanding and reporting abuse (Hourglass, 2023)

Many charities work directly with older adults to prevent isolation and identify signs of abuse, referring cases to relevant authorities as needed.

Key Services for Older Adults in the UK

Community Resources-

Examples- Local community centres, senior clubs, libraries.

These resources provide opportunities for social interaction, physical activities, and sometimes educational programs on health and safety for older adults.

Benefits-

- Reduces isolation by encouraging social engagement.
- Often run by volunteers or local governments, making them accessible and familiar.
- Can be a point of contact for further services and support.

Local Authority Services in Elderly Care

- **Home Care Services-** (domiciliary care)
 - In-home support for daily activities like bathing, dressing, and meal preparation.
- **Residential Care-** (facilities offering 24/7 care)
 - Local authorities (LA's) now operate fewer care homes, with the majority now run by private or non-profit providers.
- **Community Support Programs-**
 - Day centres, social activities, and senior clubs aimed at reducing loneliness and social isolation (the number of these has fallen dramatically)
- **Safeguarding-**
 - LA's have safeguarding responsibilities to investigate and act on reports of elder abuse.

Why do you think there's been a shift away from local authority-operated residential care homes and domiciliary care services. Why are day centres closing? *Discuss*

Means Testing in Social Care

Unlike healthcare (which is free at the point of delivery) social care (e.g., domiciliary care, residential care) is not universally free and is based on a means-tested assessment.

Means Testing Criteria- Local authorities assess an individual's income and assets to determine eligibility and cost contributions. Those with lower income and fewer assets may receive full or partial funding.

- Individuals with more assets may need to pay fully or partially for their social care needs.
- Means testing can limit access for some older adults who may struggle to afford private services yet exceed the funding threshold.
- Currently the upper threshold for getting help with care costs is £23,250 in England.
- If a person's capital (for example, savings) is more than £23,250, they will have to pay their own fees as a 'self-funder'. If capital is less than £23,250, the council may provide financial support, however, they may have to pay a contribution from their income (Age UK, 2024b)

Residential and Domiciliary Care Provision

The Shift to Private Providers

- **Residential Care Homes-** LA-run homes are less common; most are now operated by private or non-profit organisations.
- **Domiciliary (home) Care-** Often funded by local authorities but delivered by private providers, covering personal support, meal preparation, and basic healthcare.
- **Impact of Privatisation-** More providers are available, offering a variety of services
 - Unfortunately, quality and accountability of services can vary.
 - There is increased financial pressure on local authorities to manage quality while keeping costs sustainable.

Privatisation offers flexibility but can lead to gaps in quality and consistency, especially where services are cost-driven. *Discuss*

Evaluating the Effectiveness of Current Services and Policies

- **Strengths-**

- **Increased Options-** More service providers in the private sector for domiciliary and residential care.
- **Safeguarding Framework-** Policies like the Care Act set guidelines to protect older adults.

- **Challenges-**

- **Quality Variation-** Privatisation can lead to inconsistent care standards.
- **Financial Barriers-** Means testing may limit access for those who cannot afford out-of-pocket payments but are not eligible for full funding.

Are current services meeting the care needs of older adults effectively, given these strengths and challenges? *Discuss*

Activity

Group Task

- Please get into small groups and read and complete the given task available on this week's Moodle Tile.
- Be prepared to feed back to the class

Key Policies Shaping Elderly Care in the UK

- **Equality Act 2010**- Protects against discrimination based on age, disability, and other characteristics, promoting equal access to services.
- **Key Point**- Supports fairness in healthcare and social services, combating ageism and promoting reasonable accommodations.
- **Human Rights Act 1998**- Enshrines fundamental rights such as the right to life, freedom from inhumane treatment, and respect for private and family life.
- **Key Point**- Protects older adults by ensuring that their dignity, safety, and rights are respected in all care settings.
- **National Dementia Strategy (2009)** Purpose- Sets out a framework to improve dementia care, awareness, and research across the UK.
- **Key Point**- Focuses on enhancing dementia diagnosis, supporting caregivers, and improving care standards.

Key Policies Shaping Elderly Care in the UK

- **Care Act 2014**- Provides a framework for safeguarding vulnerable adults, assessing care needs, and allocating social care funding.
- **Key Point**-
- Defines local authorities' responsibilities for care provision and protection from abuse and neglect.
- **Health and Care Act 2022**- Integrates health and social care, encouraging partnerships between the NHS and local authorities for better co-ordination.
- **Key Point**- Aims to create a more seamless experience for older adults moving between health and social care services.
- **Mental Capacity Act 2005**- Safeguards individuals who may lack the capacity to make their own decisions, providing a legal framework for appointing trusted representatives.
- Essential for protecting older adults' rights and ensuring decisions are made in their best interests.

Key Policies Shaping Elderly Care in the UK

- **NHS Continuing Healthcare (CHC)**- Fully-funded care packages for individuals with complex health needs, covering health and social care in home or residential settings.
- **Key Point**- Provides essential support for those with significant health issues, though eligibility criteria can be restrictive.
- **Disability Facilities Grants (DFG)**- Government-funded grants for home adaptations to improve accessibility, allowing older adults to live safely at home.
- **Key Point**- Promotes independence by enabling older adults to stay in their homes longer through accessibility modifications.
- **Adult Social Care Outcomes Framework (ASCOF)**- Measures the performance of local authority social services, focusing on outcomes that matter to users, such as quality of life.
- **Key Point**- Drives accountability and improvement by tracking the effectiveness of social care services.

Key Policies Shaping Elderly Care in the UK

Local Authority Policies-

- Each local authority may have its own policies, tailored to local needs, that influence the implementation of national frameworks. This means services and eligibility criteria may vary by location, impacting access and support levels for older adults

Devolution of Health and Social Care-

- Health and social care are devolved matters in the UK, meaning each country (England, Scotland, Wales, and Northern Ireland) has its own healthcare policies and structures. This can lead to differences in how services are funded, managed, and delivered across the UK.

What are the LA policies in your area? *Discuss*

Future Challenges for Elderly Care Services in the UK

Growing Elderly Population-

- The UK's elderly population is rapidly increasing, with the Office for National Statistics (ONS) projecting that nearly one in four people will be over 65 by 2041.
- Impact on Services- This growth places immense pressure on healthcare, social services, and residential care facilities, all of which are already stretched.

Current infrastructure and funding levels are unlikely to meet the future demand without significant investment. Many local authorities and care facilities may struggle to maintain quality standards as demand escalates. *Discuss*

Future Challenges for Elderly Care Services in the UK

Staffing Levels and Workforce Challenges-

- Current Staffing in elderly care is at a critical low, with high turnover and vacancy rates due to low wages, high stress, and limited professional development opportunities.
- Impact on Quality of Care- Inadequate staffing levels compromise the quality of care, as workers are often stretched thin, unable to provide the thorough, compassionate attention required.
- Care facilities and domiciliary services frequently face understaffing, leading to rushed care, increased burnout among staff, and sometimes even neglect.

Without addressing the structural issues in recruitment and retention—such as wage increases, improved training, and better working conditions—the workforce crisis in elderly care is expected to worsen. This is particularly concerning as the demand for care workers will grow alongside the aging population. *Discuss*

Local and National Services for Older Adults

As outlined at the start of this session these are...

- **Local Services**- Often community-based, supporting day-to-day needs and social engagement, typically organised by local authorities and charities.
- **National Services**- Broadly accessible, government-funded services (e.g., NHS) that provide essential healthcare, financial support, and safety regulations.
- **Example Services**- Local home care programs, NHS healthcare, financial aid assistance, social centers, and charity-run helplines.

How do you think local and national services might work together to address multiple aspects of older adult care? *Discuss*

Future Challenges for UK Elderly Care Services

Digital Technology in Elderly Care-

- Wearable devices and home sensors can help track health metrics, enabling earlier interventions and potentially reducing hospital admissions.
- Telehealth- Digital consultations allow for accessible healthcare, especially valuable for older adults with mobility limitations.
- **Challenges and Criticisms-**
 - Digital Divide: Many older adults lack digital literacy, making it difficult for them to adopt these technologies effectively. Also, some H+SC staff may be unable or unwilling to engage with digital technology.
 - Privacy and Autonomy- Increased surveillance through digital monitoring may compromise older adults' sense of privacy and control over their environment.
 - Reliability of Technology- There may be issues with connectivity or equipment

Digital tools cannot replace the personalised, empathetic care that human caregivers provide.

An over-reliance on technology might reduce face-to-face interactions, affecting the quality of emotional and social support for older adults. *Discuss*

Future Challenges for Elderly Care Services in the UK

Financial Sustainability and Funding Limitations-

- **Rising Costs:** Providing high-quality elderly care, especially with growing demand, requires significant investment. The current funding model, including means testing for social care, limits access for those who fall just above the eligibility threshold but cannot afford private care.
- **Impact on Access:** Funding shortages may lead to cuts in essential services, further privatisation, and reduced availability of subsidised care options.

Financial constraints risk creating a two-tiered system where wealthier older adults have access to better care options, while those with fewer resources are left with limited and often lower-quality choices.

Future Challenges for Elderly Care Services in the UK

What further strategies could be implemented to address these challenges, and what role should government policies play in ensuring equitable access and sustainable funding?

Class Discussion



Break



Elder Abuse



- Ash Court- <https://www.youtube.com/watch?v=9r17FqprE5g> (26)
- Dom Care FA https://www.youtube.com/watch?v=2VTeNM_2vF4 (1.30)
- Man with dementia <https://www.youtube.com/watch?v=in57feuaG6M> (2.30)
- Lincolnshire Carer <https://www.youtube.com/watch?v=4gHg5plxU7o> (2.10)
- Men- Coercive Control <https://www.cumbria.ac.uk/about/news/articles/articles/new-domestic-abuse-research-seeks-older-male-perspective.php> (1.3)

What is Elder Abuse?

- 'A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person' (The National Careline, 2024)
- 'Elder abuse includes actions intending to harm, the harming without intent, and also the neglect that leads to harm of older people' (NI Direct, no date)

Impact of Elder Abuse on Wellbeing

- **Mental Health-** Increased risk of depression, anxiety, and isolation.
- **Physical Health-** Injuries, worsened chronic conditions.
- **Social Impact-** Loss of trust, increased isolation.

Elder Abuse

- Around 1 million older people are estimated to suffer from abuse, sometimes multiple types
- Perpetrators are normally people in positions of trust
- Victims are more likely to be women over 70 who live in their own homes



(Action on Elder Abuse, 2019)

Elder Abuse

- The Crime Survey for England and Wales (CSEW) estimated that 210,000 adults aged 60-74 experienced domestic abuse in the year ending March 2018.
- A report by Age UK in 2020 estimated around 180,000 women and 98,000 men aged 60 to 74 were victim survivors of domestic abuse in England and Wales in 2018/19.
- A survey commissioned by Hourglass in 2020 revealed 1 in 5 UK residents have personal experience of abuse as an older person or know someone who has been abused.

Do you think these figures are accurate? ***Discuss***

(Criminal Injuries Helpline, 2023)

Types of Elder Abuse

The Five Main types of Elder Abuse are...

- Physical- Harm or injury.
- Emotional/Psychological- Intimidation, humiliation.
- Financial- Misuse of finances.
- Neglect- Failure to meet needs.
- Sexual- Non-consensual acts.

Recognising Signs of Elder Abuse

There are Many but the Main signs of Elder Abuse are...

- Physical Signs- Unexplained bruises, cuts, or fractures.
- Behavioural Signs- Withdrawal, fear, or anxiety around certain individuals.
- Financial Indicators- Unexplained bank withdrawals, changes in financial habits.

These are just some of the possible indicators that an older person is experiencing abuse but there are more.

- Think about this and *discuss*

Elder Abuse and the Law

Apart from older people being protected under the Equality Act (2010) and the Human Rights Act (1998), the key legislation are-

- Health and Care Act 2022 strengthens protections against elder abuse by enhancing integration, safeguarding, accountability, and quality standards across health and social care services.
- Care Act 2014- Safeguarding adults at risk.
- Mental Capacity Act 2005- Protecting individuals unable to make decisions.
- Domestic Abuse Act 2021- Including older people in protections.

Elder Abuse and the Law

Although legislation are intended to protect older people, there is no specific law governing 'Elder Abuse'

Hourglass (formerly Action on Elder Abuse) is campaigning for a change in laws, saying that 'the criminal justice system must try harder to support the older people and make safer ageing possible' (Hourglass, 2023)

Task...

Look at the CPS website (below) and see what you can find out about the prosecution of crimes against older people

<https://www.cps.gov.uk/legal-guidance/older-people-prosecuting-crimes-against#-~-text=Section%2044%20Mental%20Capacity%20Act,of%20the%20other%20person%2C%20or>

Safeguarding

Protecting the health, wellbeing, and human rights of individuals, especially vulnerable adults, to ensure they live free from harm, abuse, and neglect

For professionals in H+SC and community settings, safeguarding aims to create safe environments and prevent abuse through proactive policies and practices.

Core Safeguarding Principles-

- **Empowerment-** Supporting individuals to make their own choices, emphasising informed consent.
- **Prevention-** Taking steps to prevent harm or abuse through risk assessment and proactive policies.
- **Protection-** Providing support and representation for those most at risk.
- **Proportionality-** Ensuring responses to abuse are appropriate and not over-intrusive.
- **Partnership-** Working with local services, agencies, and community resources to effectively respond to abuse.
- **Accountability-** Ensuring transparency and responsibility in all safeguarding practices.

Safeguarding is Essential in Elder Care as older adults are often at greater risk of abuse due to factors like dependency, isolation, cognitive impairment, and physical frailty.

By following safeguarding principles, professionals can detect and respond to elder abuse more effectively and help prevent future harm.

(SCIE, 2024)

Safeguarding

Why is Safeguarding Essential in Elder Care?

- Older adults are often at greater risk of abuse due to factors like dependency, isolation, cognitive impairment, and physical frailty.
- By following safeguarding principles, professionals can detect and respond to elder abuse more effectively and help prevent future harm.

How are these principles applied practically in care settings?

How important is clear communication and reporting in safeguarding vulnerable older adults.

Social Services and NHS Roles in Addressing Elder Abuse

Social Services' Responsibilities-

- Initial Assessments & Welfare Checks-
 - Social services assess reports, conduct home visits, and evaluate care needs to protect at-risk older adults.
- Intervention + Support-
 - Initiate immediate interventions if abuse is confirmed, coordinating with other agencies (e.g., NHS, police) for comprehensive care.
- Follow-Up-
 - Ongoing monitoring to ensure continued safety and prevent future abuse.

Social Services and NHS Roles in Addressing Elder Abuse

NHS Involvement-

- Detection and Reporting-
 - NHS staff in hospitals and GP surgeries screen for signs of abuse (physical and psychological) during routine check-ups.
- Specialist Safeguarding Teams-
 - Dedicated teams in healthcare settings work with social services to investigate and respond to abuse cases.
- Mental Health & Recovery Support-
 - Provides counselling, therapy, and rehabilitation services for victims of abuse to aid physical and emotional recovery.

Your Role in Safeguarding against Elder Abuse

- **Recognise Signs of Abuse-** Stay alert to physical, emotional, financial, and behavioural indicators of abuse.
- **Prioritise Empathy and Respect-** Build trust by treating older adults with dignity and listening to their concerns.
- **Report and Document Suspected Abuse-** Follow protocols to report and accurately document any signs of abuse.
- **Collaborate with Other Professionals-** Work with social services and safeguarding teams for comprehensive care.

Your Role in Safeguarding against Elder Abuse

- **Engage in Ongoing Training-** Keep your knowledge of safeguarding practices current.
- **Advocate for Older Adults' Rights-** Support policies and practices that uphold safety and dignity. Use your position to raise awareness and educate others on the importance of safeguarding in health and social care.

As current or future health and social care professionals, you have a critical role in creating a safe and supportive environment for older adults. Your vigilance, compassion, and commitment to safeguarding can make a meaningful difference in preventing and addressing elder abuse.

What Would You Do?

- What would you do if you suspected someone was experiencing elder abuse in your workplace or in the community?
- Who would you report your concerns to?
- Why do you think that much elder abuse goes unreported?

Task...

- Using the internet, find out how you would report elder abuse in Birmingham/London/Swansea



**Why do you think Elder Abuse
continues to be an issue in the UK
today?**

**What do you think could be done
to address this?**

Reference List

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