

GIVING A VOICE TO YOUR EXPERIENCE

Voice
of
Experience
Forum



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Contact us at:

Airdrie Business
Centre,
1 Chapel Lane,
Airdrie
ML6 6GX

Tel 01236 439550

Mobile 07305
692098

Email:
info@voef.org.uk

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VOICE OF EXPERIENCE FORUM NEWSLETTER

Welcome to our Autumn Newsletter

Welcome to the Autumn edition of our quarterly newsletter. We have been enjoying an Indian summer which has provided more opportunities to access the outdoor environment for longer than we would expect at this time of year.



Autumn is a time for change and at VoEF, we are also entering a period of change. In the current financial and political climate, everyone is having to revisit their purposes and core functions and the Forum are no different. In the next edition we hope to have further information for our members and the wider community of over 60's resident in North Lanarkshire. This will outline the future direction of the Forum and any implications for its members and groups.

Voice of Experience Forum Annual General Meeting



Our AGM was well attended by members and partner organisations. Our guest speaker, Sharon Murray, Associate Director of Nursing, Health & Social Care Partnership, provided a presentation on the 'Our Health Together' strategy, which was well received by the audience.

Following the conclusion of the business of the Forum, attendees were invited to contribute to Voice of Experience Forum's response to the proposed Commissioner for Older People (Scotland) Bill.

There were 61 responses and these have been added to those received from other groups, following presentations on a range of topics including the process of applying for Power of Attorney and Social Security Scotland Benefits for over 60's, which have been delivered across the region recently. More about these overleaf.

Our thanks to everyone who attended and took part.



VOICE OF EXPERIENCE FORUM — INCREASING FINANCIAL AWARENESS IN NORTH LANARKSHIRE



Power of Attorney



Presentations on the process of applying for Power of Attorney are available to interested groups. These **free presentations** answer many of the questions and explode the myths surrounding arranging a Power of Attorney. The presentations have proved very popular and we have delivered 7 of these alone in North Lanarkshire. On recent visits, Christine McKellar from Solicitors for Older People (pictured), has been on hand to answer any questions and to deal with enquiries from interested individuals.

Social Security Scotland Benefits for Older People

VoEF also have presentations on the Social Security benefits available to older people who are resident in Scotland. These include the different types of benefit available and the qualifying criteria for each of these. To book a session for your group, **call Denis on 07305 692098**.

Consultations

VoEF have been coordinating North Lanarkshire's response to the Proposed Bill for a Commissioner for Older People. We selected 4 key questions from the proposal and gathered responses. Those consulted included attendees at our AGM and a wide range of community based groups. In total, we received 213 responses which were summarised and returned to the office of MP Bill Smyth for inclusion in his proposal to the Scottish Government. The questions and results were:

- 1/ Are you supportive of the Bill?
- 2/ Do you agree that there is a need for a Commissioner for Older People?
- 3/ Do think that the age range of 60+ is sufficient for the remit of the Commissioner for Older People?
- 4/ Do you agree that the Commissioner for Older People should be independent of the government?

Q1 - Agreed 211	Disagreed 2	99% Are supportive of the Bill
Q2 - Agreed 209	Disagreed 4	98% Agreed that there is a need for a CfOPS
Q3 - Agreed 167	Disagreed 46	78% Agreed that age 60+ remit is sufficient
Q4 - Agreed 209	Disagreed 4	98% Agreed that CfOPS should be independent of Government

GIRFE (Getting It Right For Everyone)

Focus Groups

VoEF are currently involved with the GIRFE steering group and are working to identify under represented groups of over 60's to ensure that they are involved in the process.

HEALTH & SOCIAL CARE NORTH LANARKSHIRE STRATEGIC COMMISSIONING PLAN 2023-26

NEWS FROM ACROSS THE REGION



safer
healthier
independent
lives



Health & Social Care North Lanarkshire launches ambitious three year Strategic Commissioning Plan

Health & Social Care North Lanarkshire recently launched its Strategic Commissioning Plan at an event attended by service users, health and social care professionals, voluntary sector partners, and stakeholders. The plan sets out ambitious key local priorities for health and social care services over the next three years to ensure people are robustly supported to live in their own homes and lead independent lives in their communities.

It was developed through a collaborative process with people who use health and social care services, partners, the public and partnership staff. Key priorities include:

- Improving access to services
- Reducing health inequalities
- Delivering high-quality, person-centred care
- Promoting early intervention and prevention
- Empowering individuals and communities
- Fostering partnership working
- Contributing towards national health and wellbeing outcomes

Hosted at Coltness High School, the event featured several key speakers, including Sir Harry Burns, professor of practice and special adviser at the University of Strathclyde. He was joined by the chief executives of North Lanarkshire Council and NHS Lanarkshire who detailed how their respective organisations plans dovetail with the Strategic Commissioning Plan.

The audience also heard speeches on people-led system transformation and human learning systems. These two areas are coming increasingly to the fore for the partnership, as it looks to explore and capitalise on bold and innovative new ways of delivering health and social care services across North Lanarkshire.

Professor Ross McGuffie, chief officer, Health & Social Care North Lanarkshire, said: “This plan reflects the feedback and input of people across North Lanarkshire to develop a shared vision for local health and social care. It focuses on promoting early intervention, empowering communities and fostering partnerships to ensure services meet the needs of the population.”

The Strategic Commissioning Plan 2023-26 can be viewed at: <https://hscnl.org.uk/wp-content/uploads/2023/06/Strategic-Comm-Plan-23-26.pdf?x57725>

INFORMATION FROM ACROSS NORTH LANARKSHIRE

VoEF Membership

FREE Membership of Voice of Experience Forum is open to anyone over the age of 60 and organisations representing older people in North Lanarkshire.

Benefits of becoming a member include:

- Regular Newsletters
- Invitations to events
- Involvement in consultations
- Your views & opinions being heard by other agencies
- Influence in the planning of service provision for older people

VoEF also deliver presentations throughout North Lanarkshire.

If you run a group or attend a group for individuals over the age of 60 and would like to book VoEF for a presentation, please get in touch with Denis O'Keefe using the details on page 1.

Remember, Membership is **FREE!**

FALLS PREVENTION

Falls cause the most frequent and serious type of accidents for people over 65. Falls can cause serious injury and loss of mobility and independence.

However, falls can be reduced by 50% when action is taken to reduce the risks. Here are some things that you can do to help prevent falls:

- move around as much as you can - using your muscles can help keep your strength up which can reduce the risk of falls. Even a little can help a lot!
- make sure you wear your glasses and/or hearing aids
- if you have a walking aid use it at all times
- wear suitable supportive footwear - this includes shoes and slippers which are in a good state of repair and well fitting
- wear clothing which is comfortable and not too long
- let someone know if you feel unwell or are unsteady on your feet
- keep your fluid levels up
- make sure you eat regularly - if you have problems eating, let someone know
- ensure good housekeeping - don't have things lying around which can be tripped over
- supervise children/animals



SCAM ALERT!

The Scam

New scams are emerging connected to the digital switchover, as UK telephone providers move customers from old analogue landlines over to new upgraded landline services using digital technology.

Scammers are particularly targeting those who use health care telephony devices and convincing them that they need to provide personal information such as bank details as part of the switchover or they will be disconnected.

How to Avoid

Please ensure that relatives, friends and neighbours know that **the digital switchover is free**. You will never be cold called or emailed by the council or their home care alarm providers or contractors and asked to provide any personal or financial information in relation to the switchover. Never provide any personal or financial details to a cold caller, even if they already appear to have some of your information.

If you or a relative has questions or concerns about the digital switchover, you should contact your telephone provider.