

How do you measure up when it comes to providing services for older people?

If you're not already taking a critical look at how well your organisation provides services to meet the increasingly diverse needs of your older customers, then here are a few of the many reasons why you should:

- It is likely that older people will form a growing percentage of your customer base.
- Older people expect better service and will exercise choice more readily than in the past.
- A 'one size fits all' approach has no place when you are expected to cater for people from the age of 55 to over 100.
- Despite re-inventing itself on many occasions a lot of sheltered housing is no longer fit for purpose and may be proving hard to let.
- Most of your older customers probably don't live in specialised housing; in all likelihood they need support too.
- Revenue funding streams are threatened and 'new' funding is hard to come by.
- Adult Social Care and Health budgets are being squeezed and services continually reviewed.

Doing nothing is simply not an option but the enormity of what you may need to do can in itself be a barrier to change. If that is the case, or if you feel that you would benefit from some external expert advice and support, then perhaps we can help?



PDW offer comprehensive consultancy and interim management support across a broad range of disciplines within Older People Services:

- Service review
- Critical friend
- Resident and community engagement
- Strategy development
- Stock options
- Service Charges

We have also built up a particular expertise helping organisations develop and deliver Extra Care housing and can provide advice and support in the following areas:

- Site assessment
- Management and care
- Commissioning
- Sales and marketing
- Project delivery
- Funding bids
- Relationship management

Please get in touch if you think that we may be able to help your organisation develop your service offer for older people.

Please contact us on **0330 900 0990** or email info@pdw-uk.com

