

Summer 2013



FIFE ELDERLY
FORUM EXECUTIVE

Voice of the elderly

NEWSLETTER

ANNUAL CONFERENCE

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Stephen Moore,
Interim Head of
Health and Social
Care



Alasdair Macleod,
Service Manager,
Home Care



Annabelle Ewing
MSP

Fife Elderly Forum Executive held their 19th annual conference on the 10th June with 80 members in attendance. The theme of the conference was "Change".

The first speaker was Annabelle Ewing MSP, who spoke on "Welfare Reform". Whilst it is acknowledged that many of the changes taking place within the benefit system will not directly affect older people there are a few that would.

Details of the changes to things like the Disability Living Allowance and the 'Bedroom Tax' were the subject of discussion.

Members were more interested in asking questions around the cost of independence, fuel costs and pensions. A member advocated the retention of nuclear power stating the fossil fuel sources were running out and that we were importing things like coal and gas. Ms Ewing said that a safe system for disposal of nuclear waste had not yet been developed and that Scotland was rich in renewable energy sources. The high cost of fuel and the profits of the major suppliers were also raised and Ms Ewing said that the suppliers were private companies but that Westminster had failed to deal with the issue by regulation.

Stephen Moore, Interim Head of Health and Social Care was the next speaker to address the members.

One of the major changes that was taking place with the integration of services is that Fife Councillors would be responsible for both health and social care services.

The reduction in budget over the next four years meant that there would be less money available to deal with the increased demand for services. The older population is increasing at a rate never seen before. Many people are living well into their 80's, 90's and beyond which is leading to an increase in people needing more complex and intensive care packages. The ethos is also to provide a range of services delivered by the statutory, voluntary and private sectors which enable older people to live at home for as long as is possible.

It was also acknowledged that there was a shortage of 50 hospital beds for older people in Fife which was something that would need to be addressed.

Mr Moore asked for questions from the floor. One member said that he couldn't deny the value of the service provided by Home Care but many of those receiving the service also required stimulation e.g. a friendly chat with the carer which due to the demand on the service is something that is not possible. Social Isolation is a huge problem.

Another member gave details of her experience following a fall in which she broke her arm in 3 places. She was informed that she would receive a personal care package in the mornings and evenings to help her with dressing and undressing however it would take a day or two to be put in place. No service was forthcoming and she had to arrange for her daughter to assist her with this every day. Assistance was eventually offered after four weeks. She felt that they service in this instance had failed her. Mr Moore agreed with this and said that he was sorry that the service had let her down.

The final speaker was Alasdair Macleod, Service Manager, Home Care. Mr Macleod said that there were 1,300 Home Carers in Fife and that the emphasis was on quality. Everyone being referred to the service would receive an assessment of need. There were four colour coded categories: The substantial, moderate and low bands describe the level of need required and how this affects a person's independence. The critical band describes situations when a person's independence is most at risk. In these situations there are vital needs, which must be met, if a person is to live safely and independently. The eligibility criteria only apply to social care needs and services. These services may include long term care, care at home, day care, respite care or equipment and adaptations.

Mr Macleod said that they were trying to localise carers into localities. An electronic monitoring system was also being developed.

Having completed the formal part of the conference members were introduced to Lesley Cochrane a Zumba Gold practitioner. This is chair based exercise. Lesley went through a few routines and the members participated fully.

Mr Lawson thanked them for their input and members gave them all a good round of applause.

Lunch followed and then the Local Area Co-ordinators gave a visual demonstration of the on-line directory which they had developed with the assistance of an IT volunteer. They informed the members that this is an on-going piece of work and assistance was being sought from members to keep them informed of any anomalies or additions that they knew of.



Online Information Portal for Older People

The Fife Elderly Forum Local Area Co-ordination (LAC) Project has launched a new and unique online Fife-wide directory for older people. During 12 months of community mapping the directory was developed with the support and guidance of IT volunteer James Wentworth and older people themselves. The launch of the directory at the annual Fife Elderly Forum Conference for older people as outlined above, was welcomed as an invaluable community resource being as it is the most comprehensive one-stop information portal specifically for older people on a wide range of community-based resources and services.

Whilst information is ever-changing it is envisaged the resource will be kept relevant by the Fife Elderly Forum and it is hoped the wider community and other service providers will also play their part in this by amending or adding to the directory wherever this is appropriate. It is hoped with this support the resource will continue to grow and improve access to information for all older people who live in Fife. In recognition that not all older people have access to information online the LAC Project and Fife Elderly Forum will continue to provide information through their home visiting service and by telephone.

The directory can be accessed online via the Fife Elderly Forum website www.fife-elderly.org.uk or for telephone information the office can be contacted on Freephone 0800 032 4596 or 0800 032 4596 or telephone 01592 643743. To amend or add to the directory please use the contacts mentioned or [email info@fife-elderly.org.uk](mailto:info@fife-elderly.org.uk)



Katherine Hart, Trading Standards Officer



Many fall foul of Scam Mail

HALF the residents in Cupar who responded to a Fife Council Trading Standards pilot survey on scam mail revealed they had sent money as a result of receiving marketing mail - but none of them received any prizes or goods.

A questionnaire was sent to households in two streets in the town, with the results revealing 35 per cent of respondents receive 6-10 items of marketing mail every week and 13 per cent felt under pressure to reply when it was addressed to them personally. An online version of the survey then took place Fife-wide and highlighted that the majority of consumers felt they received excess marketing mail, phone calls and emails.

Katherine Hart (pictured), Trading Standards Officer, said: "In some cases consumers send money, but do not receive any goods. Some end up signing monthly subscriptions for items such as vitamins and cosmetics that are never used, but can cost hundreds of pounds. These companies, many based abroad, target vulnerable consumers conning them out of their cash."

Scam mail victims can call the Citizens Advice consumer helpline on 08454 04 05 06, or visit www.fifedirect.org/scams.



CHARIOTS OF FIFE Being Active in Retirement Veteran Rugby Player, David Rollo, proved "*You're never too old to have fun, feel good, be active!*" David told delegates to 'look after yourselves, eat a bowl of porridge a day and get out and take part in a local keep fit class.' This FREE event, held at Elmwood College, Cupar, in June, aimed at retired adults, offered a range of indoor and outdoor sport and physical activity taster sessions for all abilities - delegates took part in taster sessions of racket sports, ball games, team games, gym sessions, health walks, zumba gold, new age kurling (adapted from the curling game), cycling and water based activities along with stallholders from Community Use Schools, Fife Elderly Forum, Volunteer Centre and NHS. To find out more about future events Contact: Fiona Dale, Fife Physical Activity Co-ordinator, Active Fife 08451 55 55 55 + Ext 44 20 18 Fiona.Dale@fife.gov.uk



Council takes over parking enforcement

www.fifedirect.org.uk/electricblankets

One of the main reasons that older blankets fail the test is due to their age. Blankets around 10 years old or more do not have a

safety cut-out should the blanket malfunction and overheat.

The Electric Blanket Testing Roadshow will resume this year. No appointments necessary. Dates confirmed so far are:-

27 Aug	10-2pm	Young Community Hall 21 Thistle Street Burntisland, KY3 0EQ
10 Sept	10-2pm	Town House, 123 High Street, Cowdenbeath, KY4 9QB
18 Sept	10-1pm	Baldridgeburn Community Centre Baldridgeburn, Dunfermline, KY12 9EH
26 Sept	10-3pm	Templehall Community Centre Beauly Place, Kirkcaldy, KY2 6EX
1 Oct	10-2pm	Civic Centre, 10 Queen Street Inverkeithing, KY11 1PA
24 Oct	10-2pm	Tayside Institute, 90-92 High Street, Newburgh, KY14 6DA
30 Oct	10-1pm	East Neuk Centre, Ladywalk Anstruther, KY10 3EX
7 Nov	10-12	Bowhill Community Centre 145 Station Road, Cardenden, KY5 0BW
	1-3pm	Lochgelly Centre, Bank Street Lochgelly, KY5 9RD



From Monday 29 April 2013, Fife Council will be responsible for enforcing both on-street and off-street parking regulations for the first time.

The Council have recruited additional Parking Attendants to patrol Fife's streets and car parks, which will allow police to focus on more serious crime. The change will not affect existing parking regulations, (e.g. yellow lines, disabled bays, loading bays, pay and display car parks), so responsible drivers who park legally will not notice any difference.

The Parking Attendants will now be issuing Penalty Charge Notices (PCNs) to anyone parked illegally. The full PCN fine is £60, however if drivers pay within 14 days of receiving the fine it is reduced by 50% to £30 which is the same as the current level of fine.

A new first for Fife is that offenders will now be able to see photographic evidence of their parking offence and pay the fine online at www.fifedirect.org.uk/parkingfines. The more established methods of payment by phone and post are also available.



Work to tackle fuel poverty in Fife

FIFE Council work to tackle the problem of fuel poverty in the Kingdom is making progress. Figures from the Scottish Government have shown an estimated decrease in the number of fuel poor households in Fife. Latest available figures are for 2011 and show the number of fuel poor households was 44,000, down from 49,000 in 2009.

Based on the rises in fuel and electricity prices the 2011 figure was expected to be around 58,754. This means that in real terms the reduction of fuel poor households in Fife is more likely to be 14,754.

The reduction is thought to be partly due to the ongoing work being done with households in Fife to maximize household income, minimise fuel and electricity costs and because of housing improvements. Many projects have taken place in Fife over the last few years to install energy efficiency measures in homes and struggling households have been supported through the

Energy Assistance Package and Fife Save Scheme.

In February, Fife Council also supported the Energy Action Scotland Warm Homes Campaign to highlight the plight of fuel poor households and the need for an ambitious approach to tackle it. An example of a project undertaken to improve the efficiency of flats is the installation of external wall cladding and replacement windows at council homes in Memorial Court and Swan Court in Methil. The efficiency ratings of the flats have gone up from a D to a B rating. The expected reduction in standard heating costs is expected to go down from £508 to £159 per year. Councillor David Ross, Executive Spokesperson for Housing, Communities and Local Services said: *"Whilst the latest figures released are encouraging, there is still a huge amount of work to be done to assist households which are having difficulty heating their homes to a reasonable standard and at a reasonable cost."*

"Fife Council and its partners will continue to work towards eradicating fuel poverty in Fife but it is a huge challenge. I would encourage anyone who

is struggling to afford to heat their home to get in touch with our partners at the Energy saving Scotland advice centre on 0800 512 012, by texting 'WARM' to 81025 or by completing a home energy check on their website at <http://www.energysavingtrust.org.uk/scotland/Take-action/Home-Energy-Scotland/Energy-Assistance-Package/How-to-apply>." The advice centre offers households access to free advice on:

- Energy efficiency tips
- Benefit/tax credit check
- Assessment for Warm Homes Discount from the suppliers for the most vulnerable
- Advice on free and low cost schemes to install energy efficiency measures
- Free home energy efficiency advice visit
- Access to accelerated installation of energy efficiency measures (where applicable) for council tenants who spend 10% or more of their income on fuel and electricity
- Debt and income maximization advice
- Tariff and energy efficiency assistance and advice from the electricity/gas suppliers specialist team



Working to make Fife homes warmer

FIFE Council is working on new ways of making more homes in the Kingdom warmer this year. The council is to receive funding of £1,471,055 from the Scottish Government's new Home Energy Efficiency Programme (HEEPS) which was formerly known as the National Retrofit Programme. £30 million has been allocated to local authorities across Scotland and councils are being invited to submit proposals for the additional £30 million.

Fife Council will use the funding to help home owners and private landlords in areas of fuel poverty, building on the success of previous energy efficiency offers. Council officers are also putting together information to bid for some of the additional funds available from the Scottish Government.

Councillor David Ross, Executive Spokesperson for Housing, Communities and Local Services said: *"Fife Council is working on how best to use this much needed money and will release more information about how people can take advantage of it as soon as we can. "We want to make sure it is targeted to those who need it most as we know that there are many people in Fife who struggle to pay the escalating fuel bills coming through their door. Eradicating fuel poverty is a huge challenge but one the council is committed to tackling in a range of different ways working with a range of different partners."* For more information contact: Cllr. David Ross, Depute Leader Tel: 08451 55 55 55 + Ext 44 24 03, Cllr.David.Ross@fife.gov.uk, Fife Council, Fife House, North Street, Glenrothes, KY7 5LT.

or Keith Brown, Maintenance & Improvement Team Leader Keith.Brown@fife.gov.uk Tel: 08451 55 55 55 + Ext 45 04 54 **By Post:** Fife Council, Rothesay House, Rothesay Place, Glenrothes, KY7 5PQ.



Scotland's new dementia strategy to cut hospital admissions

- **PLANS** to ensure people with dementia are treated

with dignity and respect are outlined in a second Scottish Government three-year National Dementia Strategy. Part of the strategy, which was launched at Alzheimer Scotland's national conference in early June, is a hospital action plan. It aims to prevent people from going into hospital unnecessarily, ensure they get better care in hospital and they are able to return home quickly. The strategy will also build on the achievements of the first strategy, which has created more

than 300 Dementia Champions, Alzheimer Scotland Dementia Nurses in health boards across Scotland and ensured more post-diagnostic support for people diagnosed with dementia. Caroline Brown, member of the National Dementia Carers Action Network, welcomed the new strategy. "It is vital that hospital staff understand the experience of people with dementia in hospital," she said. "It means treating the person with dementia with dignity and respect. Talking to them, not talking past them at family members. Also listening to the family members and partners who provide care. Recognising that those unpaid carers may not be medical experts when it comes to that person and their experience of dementia. We live with it every day."



The Queen Margaret Project itself aims to improve access to a range of primary care, community and diagnostic facilities, all within a modern healthcare environment. As part of the development, Queen Margaret Hospital will have a state-of-the-art Diagnostic and Treatment Centre (DTC), which will benefit patients from across Fife.

The DTC, which encompasses Day Surgery, Day Intervention, Urology and Endoscopy, will have purposely designed accommodation within the hospital. There are many advantages associated with the development of the DTC, including improvements to the patient experience, improved access, and a reduction in delays. The development will allow Queen Margaret to build further on the amount of day surgery work carried out at the hospital.

With no emergency operations carried out on site, all surgeons, anaesthetists and theatre staff will be dedicated to carrying out planned day surgery, minimising the potential for late cancellations. Construction of the Endoscopy Reprocessing Unit is a crucial first step in the development of the DTC. As part of the Project, a planned Primary Care Resource Centre (PCRC) will also be created at Queen Margaret.

This will accommodate primary care and other community services such as Podiatry, Clinical Psychology, Diabetes services, Nutrition and Dietetics, Child and Adolescent Mental Health Services and others, improving the patient experience for the local population. For further details on the public information and engagement events, visit the NHS Fife website at www.nhsfife.org/queenmargaret



Virtual wards become a realityAN innovative new care service is to be rolled out in the Kirkcaldy area after coming through a highly successful trial.

NHS Fife's Hospital at Home service will treat suitable patients in the comfort of their own properties, or in their care home, providing the same level of care that they could be expected to receive if they were in hospital.

Initially, patients in the area - and also in Levenmouth where the service is also being rolled out - will be referred from hospital wards.

This will enable suitable patients to get back to their own routine and familiar surroundings with family and friends on hand .

This has been demonstrated to aid their recovery, while still providing them with the same level of care as they would get had they completed their recovery on the ward.



The scheme sees a team of nurses, healthcare support workers, GPs and a consultant catering for the needs of patients. NHS Fife says the creation of 'virtual wards' in patients' homes has helped keep hundreds of elderly Fifers out of hospital. Some 7,500 people aged over 75 are admitted to hospital in the Kingdom each year. Hospital at Home has cared for 335 people since it was launched around 12 months ago. It is claimed the service helps patients to remain independent longer. And it is hoped that many more patients will benefit when the service is rolled out Fife-wide over the coming months.

Dr Angela Wilkinson, consultant physician with NHS Fife, said: "The service has been operating in Dunfermline and West Fife over the past year and we have had considerable and positive feedback from patients and their families and we are now delighted to be expanding this service into Kirkcaldy and Levenmouth. "We are fortunate to have such an enthusiastic and highly skilled team which includes nursing staff, clinical support workers, allied health professionals, medical staff, pharmacy colleagues and an administration team. "We look forward to this next stage in the development of Hospital at Home service across Fife."

The highly skilled team has rapid access to everything a patient may possibly require to complete their recovery at home, including equipment, investigations, treatment and therapies.

Alastair Robertson, Kirkcaldy and Levenmouth Community Health Partnership chairman, said: "I'm delighted that NHS Fife's innovative Hospital at Home service is coming to our area. "Providing hospital care in patients' homes, or where they normally live, is a very important step forward in patient centred care.

It enables patients to receive a high standard of care, maintain maximum independence and regain their normal health with a minimum of disruption to normal family life." Fife's scheme is modelled on a similar service in Torfaen, Wales. It was developed using the Scottish Government's £5 million Change Fund allocation for Fife, aimed at re-designing services for older people in the Kingdom. Among those eligible to benefit from the service are victims of falls and people suffering from delirium, worsening chronic disease symptoms or skin infections.



First World War Centenary
1914–1918

Lest we forget.



*In Flanders fields the poppies blow
Between the crosses, row on row,
That mark our place; and in the sky
The larks, still bravely singing, fly
Scarce heard amid the guns below.*
by John McCrae, May 1915

http://www.1914.org/why_remember/



Honoured: Commander Eddie Grenfell, 93
WWII Arctic Convoy

Honoured: The very first **Arctic Star** was awarded to Commander Eddie Grenfell who has battled tirelessly for 16 years for the convoy heroes to be recognised.

- ✚ The surviving 36 servicemen who undertook the WWII Arctic Convoys finally honoured with the new Arctic Star medal
- ✚ The Arctic Convoys departed for their missions from Loch Ewe in Scotland to Russia during the Second World War
- ✚ Forty of the heroes returned to the shores where they were honoured and 36 former seamen will receive a new medal called The Arctic Star
- ✚ A special ceremony took place on the shores of the loch in May.



Dambusters 70th Anniversary

In 1943 that Wing Commander Guy Gibson trained his squadron for their historic nocturnal assaults on the Mohne, Eder and Sorpe dams, all crucial to Hitler's industrial heartland in the Ruhr Valley. Gibson's force had to fly across occupied Europe at night, so low that some were killed by power lines, and drop untried bouncing bombs - with unprecedented accuracy - in full view of the enemy's guns. The Mohne and Eder dams collapsed, German industry was thrown into chaos and the Allies enjoyed a huge boost to morale. But it was at great cost: eight of Gibson's 19 planes and 53 of his 133 men were lost.



Retired Colonel of the Royal Regiment of Scotland, Lieutenant General AJN Graham CB CBE awarded members of North Eden Day Care Centre with a certificate of appreciation for their efforts to boost the morale of soldiers in Afghanistan. The members have been making and sending hand-crafted cards to the troops to give them something back.

Afghanistan - Certificate of appreciation for North Eden Centre Users



SALINE FIRST RESPONDERS: VOLUNTEERS URGENTLY REQUIRED

Hilary Warnock, First Responder Co-ordinator writes "Saline First Responder Scheme went live on 29 September 2011. We are very pleased to be able to say that the scheme started with only 2 people trained but that we now have 14 trained and 5 volunteers waiting for training. Our aim is to be able to provide 24 hour cover for our "footprint!" which takes in **Saline, Blairhall, Comrie, Oakley, Carnock, Gowkhill, Steelend** and outlying farms. We are looking for volunteers from each of these areas. Pre-requisites for volunteering are that you must be at least 18 years old and be able to drive. All training is provided by the Scottish Ambulance Service. You would be expected to cover a minimum of one shift each month." If you do not wish to volunteer then perhaps you could help by being part of the team who would organise fund-raising for the Responders. **Contact:- Hilary Warnock, First Responder Co-ordinator, Buzby Cottage, Saline Tel: 01383 852797 or [email hjwarnock@btinternet.com](mailto:hjwarnock@btinternet.com)**

**Brave Lifeboat
volunteer from
Anstruther, Fife
awarded medal**



A gallantry medal has been awarded to a lifeboat volunteer for a night-time rescue which saved two lives. **Barry Gourlay**, 30, was one of a three-person crew which rescued two men from a boat aground on the Fife coast, shortly after midnight on 1 August, 2012. The Royal National Lifeboat Institution (RNLI) said his expert seamanship "undoubtedly" saved their lives. Mr Gourlay's bronze medal for gallantry is only the 83rd to be awarded to a Scottish volunteer since the award was introduced in 1917. He was presented with the medal at a ceremony in London. Mr Gourlay is a volunteer, as are most members of lifeboat crews, and works as a mechanical engineer.

His fellow crew members, fisherman **Euan Hoggan**, 22, and PhD student **Rebecca Jewell**, 30, pictured, also attended the London ceremony.

NEWS FROM THE USER PANELS June heralded the launch of Buckhaven and St Andrews panels. Across the panels, Guest speakers have been from Fife Council's Transportation Service and Zero Waste teams, Scottish Ambulance Service, Saline 1st Responders, British Red Cross and RLNI Lifeboats.

Ideally members should be 70 (although younger in some circumstances and receiving NHS/Council Services. We meet once a month, with **free** transport, to and from the venue, and a **free** cuppa. Interested? Call **Julia** on the number below.

ADVOCACY SERVICE Providing **FREE** Information, advice and support for older people in Fife please give **Caroline** on the number below

LOCAL AREA CO-ORDINATION Launch of our new online directory (**Page 3 refers**)
www.fife-elderly-directory.org.uk/



The Armed Forces flag is flying across the country ahead of Armed Forces Day on Saturday 29 June. Government departments, local authorities, businesses and Number 10 have flown the flag to show support for past and present members of the country's military.

Voice of the elderly

SUPPORTED BY NHS FIFE AND FIFE COUNCIL
 AND MANAGED BY FIFE ELDERLY FORUM EXECUTIVE



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Scottish Charity No: SC022596

