



## Highland Senior Citizens Network

Chairman: Dr Ian McNamara

The HSCN Board would appreciate if you could spare the time to complete this evaluation of the 2015 Annual Conference of the Highland Senior Citizens Network held today, Wednesday 22nd April 2015. ***Please feel free to make comment to enable us to improve your experience at future conferences.***

**Optional** - Name.....Contact details.....

	YES	NO
Name provided	23	8
Did you find booking a place easy?	31	
	YES	NO
Did you find registration straightforward?	30	

### Comments

- Good venue
- Pleasant and welcoming
- Organisation very good
- Great!
- Yes this was very efficient
- Very well organized
- Clear – straightforward
- Thank you HSCN for staging this event as it was perfect for being able to meet people – it can be difficult to make informal contact
- Registration straight forward very smooth - no queues.

**Keeping People Safe – Everyone’s Business** - Laura Gillies, Lead Adviser, Adult Support and Protection, Adult Social Care, NHS Highland.

*Comments on interactive session*

- The talking mat seemed an excellent idea for helping people to express their needs. The doorstep crime speaker made us very aware of the crime in our area
- Missed much of discussion due to noise volume in the room
- Excellent
- Very interesting. Talking mats were an excellent idea for people with Learning Difficulties. Doorstep crime was very informative and made you aware of crime on the doorstep
- Excellent session with good involvement
- Useful presentation, interactive sessions particularly useful
- Informative and delivered well
- Interesting presentation but wasn't possible to read all slides from back of room due to size of print – could it please be e-mailed out? Also couldn't hear questions from audience – could a mike be used in future? Enjoyed all four interactive sessions
- Noise level quite high
- Very encouraged to learn range of services
- Excellent 'speed dating' sessions – great opportunity for learning and networking.
- Very informative and interesting
- Interesting cross-range of involvement in protection
- Excellent and thought provoking interactive sessions
- Useful and interesting. Group leaders well informed and enthusiastic about their respective areas. Group very interested – full contributions + lively discussion
- Good but background noise made hearing very difficult
- Fab!
- Very informative but felt slightly rushed. Would have been better to have the break in the middle of the sessions
- Very interesting. The 'mat' was especially interesting
- Very enjoyable sessions. Thoroughly enjoyed it. Always good to hear what is going on in Agencies
- Very enjoyable....good sharing of information
- VG
- Excellent. Poor movement of facilitators. Should have gone clockwise or anti-clockwise.
- Interesting content with useful interactive sessions. Rotation of facilitators could have been better organized
- Very useful and informative. Some tables were a bit noisy. Talking mat – excellent for all ages
- Good format – very interesting
- Very well organized
- Most informative
- Extremely good, easily understood, informative and instructive

- Very informative on 2007 Act – invaluable overview. Police Scotland gave an invaluable insight into its motivation for requesting information of trading –related & financial scams etc. on people who are in their own homes. And that NHS has had a press release on mobility aids-related scams (reported via the GPs?) was interesting to learn. Excellent acknowledgement that there is increased living with long-term conditions.
- Informative and worthwhile. Identifying older people at harm was useful and gave a lot to think about. Police presence was also great as it shows they are engaging with the older population and take their concerns seriously.
- Keeping people safe was a lively discussion and enjoyable
- Very good session, heard positive remarks from other participants.

## **HSCN Presentation** led by Dr Ian McNamara, Chairman

### *Comments*

- Always enjoy the presentation. Excellent clear speaker
- Well documented information
- Very interesting
- Excellent speaker as per usual
- A progressive group
- Informative and interesting x 2
- Interesting presentation but wasn't possible to read all slides from back of room due to size of print – could it please be e-mailed out?
- Very good X 4
- Interesting update. Wonderful production by Eden Court on the 'Crabbit Old Woman'
- Film was excellent, very moving
- It was lovely to hear of the successes achieved by the Network
- Provided me with a good understanding of the Organisation and its aims
- Important to keep people informed. Good length. Poem went down very well
- Excellent
- Spot on!
- Poem was very moving and presentation was well written
- Consistently good
- Very clear. Appreciated at the table I was at.
- Very good update of HSCN activities. Excellent DVD & poem
- Informative
- Clear and concise
- Excellent – clear and informative
- Very easy to listen to

- Very well done. Was impressed by everyone's welcome to a stranger having only once met a few of you
- Very informative. Interesting to hear an overview of actual work, linked to Alex Neil & SOPA; and the constructive quest for trustees
- HSCN presentation was informative, presented well, giving a good overview of what we are about and what we as a group have achieved to date.
- This is always of value as a drip feed mechanism to continually inform people of our existence.

### **12.30 – 13.15Hr Lunch Break**

- Nice lunch
- Elicited most inclusive involvement
- Soup spoiled by celery, otherwise very good
- Thanks to HSCN for recently mentioning the enclosed publication in a newsletter. Please pass this to Dr McNamara as he kindly welcomed me e-mailing him – research for the enclosed could well, please, inform options for Dr Bradley?

### **After lunch – AGM and Raffle - 13.15 – 13.45Hr**

#### **High Life Highland Presentation - Lynn Johnson, Health and Wellbeing Manager**

#### *Comments*

- Enjoyed the exercise
- Excellent presentation. Enjoyed the exercise
- Excellent organisation. Got us all moving
- Very interesting, but wasn't possible to read all slides from back of room due to size of print – could it please be e-mailed out?
- Well given
- Interesting to hear about the breadth of services covered by HHL. Suspect many people are unaware of opportunities on offer.
- Otago demo was fun
- Otago demonstration very lively and inviting
- You Time and Otago info useful to have
- Lively and enthusiastic. A little too much detail perhaps? Good practice to repeat the question!!
- Excellent and very encouraging. Interactive session good
- Super!
- Good. Well presented

- VG
- Enthusiastic and lively presentation. Good to hear the audience's questions repeated by the speaker for the benefit of all. Kim made the exercise session fun
- Very good, particularly the Otago demonstration
- Great to see that this has been taken up by so many. Libraries have been used for so many different jobs not just books and renewals
- A curious presentation considering its focus on activities delivered in care homes (this Used to be a contractual requirement, and care standard regulatory requirement on care homes – has this changed then?). I stressed library use, as community focus for the activity of inter-library book loans, books, newspapers and computers and often as a first point of contact for desperately unhappy people including newly bereaved ones not knowing (yet) how to cater for themselves
- Enjoyed the presentation by High Life - generated discussion at our table with a number of people commenting on the ease of participation of the exercises we were shown.
- Unfortunately this was my least enjoyable session as they seem to talk down to the group.

**'We are RCOP Highland'** - RCOP Community Networkers' Presentation led by Patrick Gray

*Comments*

- Comprehensive and entertaining
- Very interested in Boccia
- Hope their funding goes on after September as they are doing a good job
- Great
- Interesting presentation but wasn't possible to read all slides from back of room due to size of print – could it please be e-mailed out? Or web links to presentations if available on-line?
- Enjoyable
- Instructive
- Good mix of topics – Well done
- Good to hear some of the examples of what groups have achieved
- Good – provided information about groups and services that will be of use to clients
- Liked emphasis on fun. Activity = play = increased well-being
- Very informative
- Good!
- Very good. Like the idea of playing Boccia with some of the service users
- Very good and thought-provoking
- Do hope funding is provided – the future

- VG
- Men's shed a great idea. Problem is Conon Bridge re-accommodation. Boccia – a great idea
- It would be useful for attendees questions to be repeated to enable all to know what had been asked – or a roving mike.
- Good, enthusiastic 'fill in' speaker
- Good presentation by like all of these – the need is for continues funding which means that many great ideas do not get carried on. All the best
- As for Highlife Highland's presentation, why has public money been used on activities within care homes? To've set up a league for games would've been invaluable, but to run activities? The Alzheimers' Fair run in Nairn Community Centre was valued by local people, as it informed the self-care, self-management often of their spouses or close friends. Will RCOP now please record its successful processes?
- RCOP session good but felt nothing new to offer as no further funding on offer which is a bit of a shame
- As you know my views on this group are coloured by my awareness of its short term'ism and their lack of continuity is depressing.

### Any further comments you wish to make about the Conference?

- Acoustics much improved over previous meetings
- As usual. A very informative happy time
- Good informal atmosphere & networking opportunity
- Very good conference and very enjoyable & informative
- Lovely venue but screen in too small for size of room
- As always, people enjoyed the networking and catching up with people
- Well worth taking time out to attend
- Became a bit noisy during the discussion, but otherwise a good environment
- Might be an idea to have a roving mike! (This happened p.m.)
- Poor microphone connection which detracted from presentations
- Extra information given by Jo Cowan, Age Scotland about low cost Power of Attorney
- Well organized
- A very enjoyable day out. Thank you
- Arising from it, please maybe HSCN could include an article in a forthcoming newsletter re- (Stephen Pennington) the Drumnadrochit pilot scheme of sort for OP as mentioned, and also for Stephen (?) to comment/report back on new arrangements for payment of travel for domiciliary care staff.
- Overall enjoyed the conference but felt sometimes the background noise was overwhelming due to the other people during the discussion sessions.

- Once again the conference was a success and made further steps forward as a major promotional activity.

**Do you wish to comment on accessibility of the venue, sound system, catering, toilet facilities etc.?**

- Venue as usual was excellent. Well situated, spacious and saw to one's every need
- Facilities generally good. Microphone an issue!
- Sound system far too loud
- Microphones were not working properly so very distracting for speakers & listeners
- All good!
- Food was great!
- All very good and the hotel, as usual, looked after us well (at a cost, of course)
- All good
- VG
- Worked well
- All fine
- Venue was easily accessible
- Perfect, thank you!! And thanks to Age Scotland for helping to facilitate/enable the whole!
- Food well presented by hotel staff.
- Once again the hotel's sound system let us down. If we wish to do the revolving group activities I feel we should expand into other rooms as were a bit squashed. Difficult to hear each other speak on this occasion. Clearer instructions on what people are expected to do. Query was there a loop system for hearing aid users – unsure if this was in operation.