



Highland Senior Citizens Network

Facilitator's Notes

The Highland Senior Citizens Network (HSCN) commissioned a qualitative research project into older people's experiences of health and social care in the Highlands. The research was carried out by Dr Sara Bradley and funded by the Re-shaping Care for Older People Change Fund. The research findings were presented in a report entitled:

"I'm not a complainer":

Interviews with older people and carers
on their experiences of health and social care in NHS Highland
(May 2014)

Some of the participants agreed that their stories could be told in this film by actors in order to preserve their anonymity. The DVD is a training resource for health and social care workers including nurses, GPs, care staff and service managers. It is hoped that it will help them understand what it is like for older people and carers trying to access services. The film aims to raise awareness of the needs, views and human rights of older people and carers.

Ensuring that the voice of older people is heard is at the heart of the Scottish Government's equality agenda. The Scottish Government therefore funded the making of this DVD to enable older people and carers to share their experiences with policy-makers, service providers and health/social care workers.

The material should be used sensitively with respect shown to the participants who were willing to share their lived experiences. HSCN would also like to highlight the work of Connecting Carers, HUG, Advocacy Highland and the Scottish Human Rights Commission. Suggestions for questions to discuss are given below. The running time of the DVD is approximately 45 minutes. The full report of the original research is available on the HSCN website.

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“Who’s Here for Me?” Research DVD Resource Pack

Areas for discussion

Can you recognise opportunities for health and social care professionals to identify carers of older people and signpost them to appropriate support services? Does the person recognise themselves as a carer?

Do any of the scenarios demonstrate the use of a person-centred approach by professionals? If so, what impact does this have on the carer and cared for person? How is the carer affected by his/her perception of the quality of services received by the person they care for?

What impacts does the caring role have on these carers? What kind of support and services are available for them?

How important is communication in the scenarios? Can you identify examples of effective and ineffective communication? How is the professional perceived by the carer? Are any assumptions made by the professionals?

What is the impact of respite (short breaks) for the carer and the person they care for?

Can you identify any potential breaches of the person’s human rights? How could these situations have been avoided?

Can you identify any particular challenges faced by carers in rural and remote areas? What human rights issues might be involved here?

Can you identify ways in which carers are or could be recognised by professionals as equal partners in care? How could the carers have been more involved in decision-making and care planning? Can you describe the contribution that these carers are making to the life of the cared for person?

What key messages will you take away from the stories? In what ways could you use these to reflect on and develop your practice?

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DVD SCENARIOS

BETTY (10 minutes)

Betty has been caring for her 85 year old mother who has dementia. Her mother is admitted to hospital with a chest infection, but the ward finds it difficult to cope with her dementia. Betty describes what it was like when her mother eventually moves to a care home. Her mother is admitted to hospital again with a fractured hip but this time her experience is better on another ward which uses the Butterfly Scheme for patients with dementia.

JANE (3 minutes)

Jane's mother is 88 years old when she is admitted as an emergency to hospital from her care home. Jane is shocked when she sees her mother's condition and believes she has been discharged too early.

KATE (5 minutes)

Kate has looked after her 73 year old husband for about 13 years. He has suffered a series of mini-strokes and has symptoms of dementia. She has a heart condition. Kate talks about what it is like to be a carer and how isolated she often feels.

FRANCES (6 minutes)

Frances lives in a remote rural area. She cares for her 68 year old husband who has Alzheimer's disease. Frances feels that no one is listening to her. She is concerned about the lack of support and services available in her area.

IRIS (9 minutes)

Iris is 72 and looked after her 93 year old mother, who had impaired hearing and vision as well as vascular dementia. She describes her experiences of home care services and the difficulty of choosing a care home. Following her mother's hospital admission Iris wanted help at night so her mother could come home, but it was not available and her mother died in the community hospital.



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DVD SCENARIOS

DENIS (9 minutes)

Denis's father is 88 and has dementia. His 84 year old mother has been caring for him at home. Denis describes what it is like to get home care services and respite care in place to support them. After deciding to move his father into a care home, the family struggle to find him a suitable place near to their home.

TINA (2 minutes)

Tina lives in a remote rural area. She describes her experience of long-term mental illness and how isolated she can feel.

ELIZABETH (3 minutes)

Elizabeth talks about her experience of being discharged from hospital after a two month stay with anxiety and depression.

Highland Senior Citizens Network (HSCN)

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