

# News from Advisory Group Meeting on 17 February 2015



## Welcome

Glenda welcomed everyone to the meeting.

## Feedback

### BT

Two members reported major issues with their telephone lines. There was no service for a few days but charges were levied when calling BT for assistance.

Joan Turner and Trishna Singh said they changed their phone operator and they have a number they can call for free.

Heather Goodare stated that the phone directory is difficult to read because the font is too small.

Unsolicited calls are received many times a day, older people get upset and frightened. She reported it to the Police, who were no help at all

Glenda agreed to contact BT again (as nobody from BT could attend the meeting), report those stories and pass on what has been discussed during the meeting. Some people suggested a need for a special number older people can contact.

### Booklet from IRISS (Institute for Research and Innovation in Social Service) Loneliness and Isolation

Glenda referenced a meeting she attended at the Scottish Parliament on an enquiry into loneliness and isolation. The Equal Opportunities Committee is gathering evidence from a variety of people and organisations to assist their understanding of what loneliness and isolation means to people of different ages.

Some members of this group are not lonely and are resentful of the stereotype.

Heather Goodare pointed out that some issues in the booklet did not make sense to her. For example, there's no clue of who you can go to, what you can practically do, what the cost of it is. She contacted one group in the booklet who visit and chat to people, but they have a complicated online booking system for every single visit.

She added that there seems to be a lot of work going on, but no connection: different organisations doing the

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same thing.

Glenda offered that she and Betty Milton, who attend the IRISS Advisory Group, will forward comments to Vivien Moffat at their next meeting.

### **Exploring the possibility of a city – wide meeting for and with older people**

Glenda and Laura Dunkel outlined a possible partnership programme between ACFAA, Age Scotland, Pilmey Development Project and LOOPS. A title for the event, to be held in the City Chambers on Thursday 19<sup>th</sup> March 2015 was also suggested together with the purpose of it:

- Demonstrate the value of the voice and experience of older people in shaping policies and services at a national, city-wide and local level
- Seek views on priorities for Age Scotland's Later Life Campaign and SOPA Action Plan and
- Provide information on opportunities and services for older people at a national and local level.

Following much lively discussion and many constructive suggestions, it was agreed the event title would be

“OLDER PEOPLE SHAPING THE FUTURE” and that Joan Turner and Trishna Singh would chair the meeting together. The Lord Provost had agreed to attend and a number of organisations would have stalls to provide information of their activities.

### **Edinburgh Joint Older People's Management Group – possible ACFAA Advisory Group Agenda item for its next meeting on 25 February 2015**

(Glenda, Ian, Marion and Joyce are part of the group)

The Group discussed a number of possible items to be raised at the meeting on 25<sup>th</sup> February 2015. These are listed below and those asterisked would be raised.

- importance of physical activities while in hospital\*
- discharge from hospitals during the night (2.30 am) or 31<sup>st</sup> December late afternoon
- people who are alone don't have a contact in hospitals, they don't know where to go for help\*
- how older people access information: don't know where to go to complain, they're afraid that if they complain they might lose that service
- use the new local Edinburgh TV station to give a phone number that older people can call
- patient pathway for older people with eye conditions\*

<p><b>ACFAA Advisory Group Review of 2014</b></p> <p>Glenda provided an outline of the 4 Advisory meetings held during the year and stated that £ 3,000 is allocated for 2015/16. She also said the Advisory Group is a member of Age Scotland and can access small grants, if required.</p> <p>Heather Goodare suggested the report should be on what the group has achieved and what issues have moved forward.</p> <p>Pat Whalley receives the newsletter through the post, she asked if it's possible to receive it electronically by email, so it would be easier to forward it.</p> <p><b>AOB</b></p> <p>Stuart Hay, head of Living Street Scotland, spoke of his national charity that stands up for pedestrians. He referenced their project work in Scotland and said they're interested in the opportunity to get people out and about. They want to create safe, attractive and enjoyable streets, where people want to walk: they're looking for smaller improvements too. They want to capture experiences and getting people involved in the design of streets.</p> <p><b>Next meeting: Wednesday 22 April 2015 @10.30am, City Chambers, Edinburgh</b></p>	
<p style="text-align: center;"><b>Today's Participants</b></p> <p>Norman Tinlin, Muriel Cassie, Chrissie Toms, Joyce Armstrong, Marion Mitchell, Joan Turner, Violet Laidlaw, Betty Milton, Tim Puntis, Mary Cameron, Sarah Bryson, Glenda Watt, Mary Scott McFarlane, Dr Balkishan Agrawal, Irena Kustikova, Heather Goodare, Neeru Bhatnaga, John Thompson, Ian Clement, Roseann Adams, Ely Mutton, Bill Macrae, Patricia Whalley, Jit Kaur, Rathal Singh, Raj Singh, Kulwinder Singh, Jagdish Singh</p>	<p>If you have any queries re ACFAA or would like further information, please contact;</p> <p>Glenda Watt, Health and Social Care, Level 1.8 Waverley Court, 4 East Market Street, Edinburgh EH8 8BG</p> <p>Tel: 0131 469 3806</p> <p><b><a href="mailto:Glenda.watt@edinburgh.gov.uk">Glenda.watt@edinburgh.gov.uk</a></b></p>