

Discussion Points to accompany NOT ON THEIR WAY OUT DVD

1. Role of trainer/manager

The purpose of this DVD is to support discussions in teams around:

- Disability Equality Duty and Equalities generally
- Corporate Customer Care Standards

Before showing it you should identify which material is most useful to your training context/service.

The following discussion points have been drafted to help you.

2. The DVD

Part One: Customer Care

This section of the DVD can be used by all agencies providing services to older people.

How you address us:

- What opportunity does your service give people to tell you how they want to be addressed?
- Are you surprised about the difference of views?
- How do you feel when people choose to abbreviate your name without asking permission?
- What might this mean for your organisation?

Jargon:

- How does your agency ensure that clear and simple language is used with the public?
- How does your agency account for its use of specific terms in its attempt to ensure non-discriminatory practice? (Political correctness)
- How do you check that specific terms (e.g. assessment or direct payments) or specific labels (carer, service-user) are meaningful to the public?

Getting Information:

- Does your agency assume people have access to the internet?
- How do you ensure people whose first language is not English (this includes deaf people who use British Sign Language) get the information they need?
- How (and where) do you promote existing services relevant to older people?
- How do you help carers and older people to plan ahead?

Dealing with us on the phone:

- What training do call handlers/staff have about talking with older people who may have hearing impairments on the phone?
- Do staff in your agency always make sure that customers know exactly who they are, the department they work for, why they are calling etc?
- How do staff ensure that the customer is clear about what is happening and what will happen next?
- These clips imply that failure to speak clearly and explain clearly will involve a service in having to deal with extra calls. Do you think that is true in your service?

Part Two: Staying Independent

Local Services:

- How can the County Council (or any other organisation) ensure that the local community don't feel forgotten or excluded when reorganisations and relocations take place?
- How might the County Council ensure there is still a visible presence through the day service the speaker provides?
- How might we engage with the speaker to ensure that he feels the issues he raises have been heard and responded to?

Transport:

- Do the services you provide make allowances for the needs of older people who cannot drive? Are there special efforts made to ensure older people can fully participate in leisure and other activities?
- Thinking about the second speaker, who is prone to falling and who cannot get up unaided, but was expected to drive to her hospital appointment, how might she have been supported better?
- Thinking about the third speaker whose bus was cancelled because of vandalism, do you think there are issues for older people about a) the reliability of public transport b) their feeling of safety when using public transport?

Feeling Safe:

- Older people living alone can feel very isolated and vulnerable. How might your service help break this isolation down?
- Carers often worry about emergencies making them unable to care for the person they look after. How can you help them link to services that could help them?
- How can footpaths and pavements be made safer for older people?
- Should the speaker, who falls frequently, really have to rely on 999 to come and pick her up or are there other ways she could be helped?
- How can your service help older people access reliable contractors?
- How can we help older people feel safe when on their own on the streets?

Social Services:

- Does your service fully acknowledge the impact of caring (a role for which as the carer explains she was not prepared or experienced) on the way you need to respond to their requests for information and help?
- The lady using homecare speaks about reliability and flexibility. What can people who work in Adult Care Services (and partner agencies) do to ensure that services are provided the way she needs them?
- The carer sets out how complex and confusing social care can seem. What can you do in your job to help demystify the process?
- The speaker who had had a toilet adaptation describes two problems she had with the service. How might these have been better handled?
- How can your service address the sort of attitude problems experienced by the lady who uses homecare?
- Are you surprised about the difficulty the carer has getting back in touch with services? How can we make sure that process is as simple as possible?

Staying Independent:

- ‘Perhaps I am a bit too independent?’ Can older people be too independent, as the lady implies? How can we help people like her to access advice and information in a way that values her desire to stay independent?
- How can we help people like the lady who uses homecare to feel that we are helping her to stay independent rather than becoming dependent on us?
- Apart from services like the day service described, how else can the community make sure that older people do not become isolated?
- How good is your agency at helping people think ahead, as the carer wishes to do, rather than waiting until there is a crisis?
- How might you make sure that the lady who uses homecare is getting all the financial help she may be entitled to?

Quality of Life:

- How might a range of community services help Moira engage more fully with the community and leisure activities?

Part Three: Dignity and Respect

The way we want to be treated:

- How do you make sure older people feel respected and not patronised by staff in your organisation?
- How do you make sure your processes respond to what people are actually asking for?
- How do you make sure people understand the next steps and how long it may take for things to happen? What help might people get while they are waiting for support?